HANDBOOK OF

BASICS OF LGBTIQ INCLUSION IN THE WORKPLACE

V1.0

BINDUMADHAV KHIRE

Published by
Bindu Queer Rights Foundation

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Published in India. First Edition. June 2023

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Printers:

BASICS OF LGBTIQ INCLUSION IN THE WORKPLACE presents a practical approach to making a workplace in India LGBTIQ inclusive.

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Softcopy: For Free Distribution / Hardcopy Price: ₹500.00

Parmesh Shahani (he/him) **(Author Queeristan: LGBTIQ Inclusion in the Indian Workplace and DEI Consultant):** *"I am happy to witness the rapid change over the past decade with regard to corporate support for LGBTIQIA inclusion. I remember when we first did a consultation with the UN Free and Equal team about global workplace inclusion standards at Godrej in 2016, not even one company wanted to be mentioned in the press release, but by 2018 when we released the Godrej Trans Inclusion Manifesto, there were more than 50 representatives from different Indian companies in the audience and all wanted to be both seen and heard! After my book Queeristan came out in 2020, I have had a chance to visit and interact with at least 40 other companies, and I can tell you that from both – the intent as well as actions that are happening on the ground in terms of hiring, infrastructure building, representation and sensitisation – there is a sea change! Now the need of the hour is for all of this action to move beyond the large companies in the big cities and percolate to smaller organisations across the length and breadth of our country, and I am keeping my fingers and toes crossed that this, too, will happen fast, and handbooks such as this one, published by Bindu Queer Rights Foundation will only accelerate the process."*

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Note of thanks

I am deeply grateful to the following organisations for providing information and quotes on LGBTIQ D&I initiatives they have undertaken at the workplace.
(List in alphabetical order)

Axis Bank
Rajkamal Vempati (Head of Human Resources)
Harish Iyer (Equal Rights Activist and Head DE&I)
Shruti Bilgi (DE&I Team)

Bharti Vidyapeeth Hospital and Medical College, Pune
Dr Jyoti Shetty, Prof. and HOD Psychiatry

Connecting NGO
Sukhada Khisti (CEO)

Emerson Export Engineering Centre
LGBTQ+ Allies ERG

Godrej Properties
Megha Goel (CHRO)
Zoya (Lead D&I and Employer Branding)

KEM Hospital, Pune
Shirin Wadia (General Administrator)
Dr Sachin Melinkeri (Associate Consultant, Dept. of Medicine)

Supreme Enterprise
Rahul Wautre (Owner)

Tata Steel Long Products Ltd. (Jamshedpur)
Satyanarayan Nanda (Deputy Division Head, CSR & Member of D&I)

Thoughtworks India
Sujitha Selvaraj (Head of DEI),
Karthik Damarsetti (Co-Lead, The Mitra Collective- LGBTIQA+ Affinity & ERG)
Erica (Application Developer)

Some other organisations have provided their quotes but do not wish to be named. I am grateful to them for their quotes and insights.

Special thanks to Parmesh Shahani (Author: Queeristhan: LGBTIQ Inclusion in the Indian Workplace and DE&I Consultant), who has done path-breaking work on DE&I in India at Godrej Industries, for his support and assistance.

Special thanks are also due to Harish Iyer (Equal Rights Activist and Head of DE&I Axis Bank) for going through the initial draft and providing valuable suggestions.

I thank the following people for their support, assistance and guidance, whilst others provided quotes, valuable insights and suggestions after reviewing the initial draft.
(List in alphabetical order)

- Anil Ukarande (President of Yutak Charitable Trust, Pune)
- Dr Hemant Apte (Anthropologist)
- Mayuresh Baji (advocate for rights of LGBTIQ)
- Meghana Marathe (counsellor and social worker)
- Neha Bhushan (Director Talent, India. Talent Inc.)
- Nitin Karani (advocate for rights of LGBTIQ)
- Pallav Patankar (Vice President Piramal Foundation, Digital Bharat Collaborative / CCM representative for MSM community for 2024-2027)
- Parikshit Shete
- Partha Sarathi Biswas (Senior Journalist, The Indian Express)
- Sandeep Kanabar, Senior Principal Software Engineer at Gen™ (formerly NortonLifeLock)
- Saunved Mutalik
- Shobhna Kumar (Founder, QueerInk, Mumbai)
- Souvik Ghosh (Senior Project Manager, Infosys, Pune)
- Tanumay Saha
- Taysir Moonim (Psychologist, Mental Health & Psychosocial Services; former Programme Lead, Diversity & Inclusion Initiative at KEM Hospital, Pune)
- Tina Ratra (Assistant Governor Zone 6 (Districts 22-23) and District Director (DEI Districts 23-24) Rotary Club, Pune)
- Tinesh Chopade (Director Bindu Queer Rights Foundation, Pune & Advocacy Manager, The Humsafar Trust, Mumbai)
- Trinay Gowda (Transman)
- Vaishali Ghunkikar-Kambli (advocate for rights of LGBTIQ)
- Vijaya Vasave (Transwoman)
- Vikramsinh Pawar (Social Worker)
- Zoya Shirole (Transwoman)

In addition, many people who have provided me with information wish to remain anonymous. I take this opportunity to thank them all for their valuable input and edits.

I thank Sushil Narsian for providing the cover design and layout and Pallav Patankar, and Praful Baweja (directors of 'Six Degrees') for sponsoring the cover design and layout.

I extend my heartfelt thanks to Shobhna S. Kumar/Queer Ink for copyediting and proof-reading. I thank Chandrashekhar Begampure for printing arrangements.

Last but not least, I am thankful to Adv. Ashish Agrawal for the legal guidance.

Bindumadhav Khire
June 2023

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ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome
CBME	Competency-Based Medical Education
CBO	Community Based Organisation
DEI	Diversity, Equity, and Inclusion
ERG	Employee Resource Group
ESP	External Service Provider
GAHT	Gender Affirmative Hormone Treatment
HIV	Human Immunodeficiency Virus
ICC (or IC)	Internal Complaints Committee (or Internal Committee)
IPC	Indian Penal Code
IPS	Indian Psychiatric Society
LGBTIQA+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, '+': other gender, sexual minorities not included in LGBTIQA
NGO	Non-Governmental Organisation
PLWHA	People Living With HIV/AIDS
PoSH	Prevention of Sexual Harassment
PwD	People with Disabilities
WPA	World Psychiatric Association

1

Background:

Preface

In the last few years, critical affirmative changes have taken place in Indian laws regarding LGBTIQ. There is also an overall increase in awareness and exposure to LGBTIQ issues. With the emergence of a more LGBITQ-aware and tolerant ecosystem, more and more small and large Organisations are expressing interest in 'doing something' for sexual and gender minorities. Employers know that these minority populations have been burdened with quadruple stigmas of- religious, cultural, legal and medical discrimination, and employees seek an equitable, inclusive environment at the workplace.

Organisations have also realised that employees are more productive and likely to be more loyal if they are happy. So having LGBTIQ diversity and an inclusive environment is a win-win situation for the Organisation and the staff.

This realisation has encouraged Organisations to start work on LGBTIQ diversity and inclusion (D&I). But while Organisations in India are increasingly showing interest in working on LGBTIQ D&I, they face the following common hurdles:

- How do we go about it?
- What are the issues and risks involved?
- Who do we approach to guide us in these matters?

This book attempts to give a basic sketch of issues related to LGBTIQ D&I in India.

For whom is this book meant?

The handbook is meant for anyone working in a for-profit or not-for-profit workplace that includes any Organisation, institution, factory or other enterprise ("Organisation") of any size, which employs skilled, semi-skilled or unskilled resources on a permanent or temporary basis, whether on an employment or contract basis. Organisation also include institutions those provide education, banking, insurance, healthcare and other services. The handbook is also helpful for all those beginners and experts who are studying, following or working on LGBTIQ D&I matters at any of the following stages:

The Curious: These are interested in understanding "What does LGBTIQ D&I entail?"

Beginners: These are interested in taking the first step. "We want to 'dip our toe'."

Intermediates: These have taken the initial steps but want to do more (but stop short of creating a holistic LGBTIQ D&I ecosystem).

Holistic Approach: These want to systematically revise all existing policies and systems to include LGBTIQ D&I as an integral part of the Organisation's ecosystem.

Accordingly, I have divided the book into stages. The stages provided are illustrative only, and I encourage Organisations to use these inputs to develop new models to suit their requirements.

Services: Separate chapters are dedicated to insurance, banking, educational, and healthcare institutions.

If you are not familiar with the basics of Sex, Gender, Sexuality dimensions and use of terms, I suggest that you first read Part V, which covers these topics. It will make it easier for you to understand the issues presented in other chapters.

Scope of the book

Since this book is a primer, I have kept it focused on issues, approaches, and challenges. I have intentionally avoided developing templates of various policies and protocols as these will have to be tailor-made for each Organisation by team members/committees formed by the Organisation.

Limitation

I have spoken with representatives of many Organisations to understand better the LGBTIQ D&I work they are doing. While many have started working on it and are doing a great job, very few agreed to speak to me about their work and the challenges they faced. I hope this limitation will get resolved to some extent upon the publication of this handbook, and Organisations will not shy away from publicly sharing their work in LGBTIQ D&I. They will instead look to inspire others to do more.

Bindumadhav Khire

June 2023

Diversity & Inclusion

Introduction

For reasons of comfort and security, it is human nature to seek interactions based on cultural, religious and gender affinity. Over a period of time, this has given rise to groups based on some intrinsic characteristics. The dominant factors of religion, caste, colour, language, sex, gender and sexuality played a crucial role in all walks of life, personal and professional.

As small and large workplaces and other enterprises mushroomed, the employee profile tended to be predominantly male, belonging to the majority religion of the region/state, and led by upper castes, which were more likely to have had the benefit of higher education. Diversity in employee characteristics was neither sought nor desired. Conformation of the status quo was the norm. It is only in the past two decades that the words diversity and inclusion have started becoming buzzwords.

Diversity

"Diversity means a range of many people or things that are very different from each other" (Oxford Learner's Dictionaries). When we speak of diversity in the workplace, it refers to the diversity of individuals on the basis of religion, caste, ethnicity, sex, gender, sexual orientation, physical ability, place of birth, language, domain expertise, etc.

Diversity is divided into two types- Intrinsic and Extrinsic. Intrinsic diversity indicates characteristics of a person acquired by birth, e.g. religion, caste, ethnicity, sex, gender, sexual orientation, place of birth etc. Extrinsic diversity means characteristics and skills acquired by a person over time, e.g. languages, domain expertise, etc.

Example: A company having some staff members with physical disabilities can be considered diverse in terms of physical ability.

Diversity in India

The Government of India is keen on bringing social reforms at all levels through legislation. Multiple laws are enacted to create a level playing field for various disempowered groups. The government provided for certain caste reservations in government jobs at all levels of the hierarchy.

But, have the legislations played their part adequately to cover various diversity scenario groups? Let's take the example of disempowered castes- Mr. Milind Kamble (Founder Chairman of Dalit Indian Chamber of Commerce and Industry on Affirmative Action for reserved categories) states, "...In the survey, we found that in places like Tata Steel or Bajaj, 40 per cent of the on-floor workers are SCs and STs, but there are none or maybe just a handful in the managerial and board level positions."[1].

If we look at gender diversity, 97.4 percent of companies in India have at least one female director on their company boards[2]. But a reason for this affirmative change could be that Section 149 of The Companies Act, 2013 mandates that certain classes of companies should have at least one woman director.

In addition to legislation, another factor for change in company practices, especially multinational corporations ("MNCs") is that they are trying to achieve parity in their operations across all their branches globally. The MNCs are imbibing a culture of practising equality and valuing diversity and this has been reflected in their policies and mission statements. This fulfils a dual purpose, one to comply with applicable laws and two, this helps the MNC to have a global positive image that is compliant with the various conventions of the United Nations for Human Rights. Even when the applicable local laws are less diversity-centric, MNCs are ensuring that their policies dictate a proactive approach in creating a level playing field for diverse people through various programs within their own Organisation and also through their supply chains.

Some Indian Organisations look at diversity (especially LGBTIQ parity) from a strictly commercial point of view- i.e. having a D&I program in place to create a favourable impression on customers as these got them brownie points in business proposal assessments in the western world. As these Organisations started some diversity programs towards LGBTIQ D&I, albeit symbolically, this resulted in positive change in the treatment meted out to the LGBTIQ community in general and opened doors of opportunities for its members.

Some Organisations started LGBTIQ D&I initiatives, reluctantly, as their rivals had incorporated them, and they did not want to be left behind in the competition.

"My company reworked the policy to allow a same-sex partner to be signed on as a 'dependant' in the medical insurance policy. I guess that they did it only because our competitor did it."

Some Organisations, taking a cue from their western counterparts, started to actively seek out staff with diversity- mainly in respect of gender, religion and castes.

Inclusion

"Inclusion means the fact or policy of providing equal opportunities and resources for people who might otherwise not get them, for example people who are disabled or belong to minority groups" (Oxford Learner's Dictionaries). Inclusion means creating an environment where people of various diversities feel welcomed and

valued at every strata/level of the Organisation. The Organisation must make appropriate policy, infrastructure, and cultural changes to accommodate this diversity.

Example: *An Organisation which has a policy in place that fosters a culture that empathises (and not sympathises) with trans staff shall have the necessary infrastructure in place, e.g. washrooms for persons who identify as transgender.*

Employment Equity

Another term which is closely associated with diversity and inclusion is employment equity. Employment equity means the use of employment practices that encourage fair treatment of employees from all groups in society (Oxford Learner's Dictionaries). Employment equity aims to promote fairness, recognising that we are not equal in all aspects and must make adjustments to address various imbalances.

Example: *Having a medical insurance scheme which covers at least part of the transition costs for trans-persons.*

There has been a degree of success in the social integration of religions, caste, and gender through D&I in governmental and other Organisations, but much more remains to be done.

Where are we in terms of LGBTIQ D&I? To answer this question, the first issue we need to address is why is there a need of D&I for LGBTIQ persons.

References

[1] The Indian Express. Idea Exchange. Monday 16th January 2023. Session Moderated by Assistant Editor Aanchal Magazine.
[2] Egon Zehnder's Diversity Tracker (2022-2023).

Two Case Studies

Introduction

During my session with a corporate, a common query that has cropped up often is why is there a need for the LGBTIQ community to be a part of D&I. They do not, as a community, face physical disability, nor do they all belong to disempowered castes.

Indeed, the LGBTIQ community does not fall into the common understanding of disempowered communities. Only the trans community is considered disempowered. The standard way of acknowledging this disempowerment is to provide them with handouts e.g. ration etc. This tokenism indicates that the mainstream does not comprehend the need to reduce effect of prejudice and discrimination that this community has been facing for ages.

So, the first question that needs to be addressed is, *why should LGBTIQ be part of D&I?* The answer is clear: because prejudice and stereotypes lead to rampant direct and indirect discrimination against minority communities.

Prejudice is an unreasonable dislike of a person, group, custom, etc., especially when it is based on their race, religion, sex, etc. (Oxford Learner's Dictionaries). Many people harbour prejudices about LGBTIQ communities. E.g. they are perverts, sick, and abnormal.

A stereotype is a fixed idea or image many people have of a particular type of person or thing, but is often not true in reality and may cause hurt and offence (Oxford Learner's Dictionaries). Films, television and even theatres still showcase the stereotypical portrayal of gay and transgender persons. Not surprisingly, viewers get influenced by these portrayals and accept these stereotypes, which consciously and sub-consciously encourages them to discriminate against the LGBTIQ community members at all levels in various forms.

Discrimination is the practice of treating somebody or a particular group in society less fairly than others (Oxford Learner's Dictionaries). It is the unjust or prejudicial treatment of different categories of people, primarily based on race, age, religion, caste, biological sex, gender, or sexual orientation. Discrimination can be of various types, as given below:

1. **Direct discrimination –** is when an employee or job seeker receives less favourable treatment because of a particular characteristic. For example, although qualified, an applicant is not given the job because he is openly gay.
2. **Associated discrimination** – is when an employer mistreats an employee or job seeker because of their association with another person who has a particular characteristic, this constitutes associated discrimination. Example – bypassing a female employee for a promotion because she is in a relationship with a transman.
3. **Perceived discrimination –** is when an employer treats an employee less favourably because they think or suspect that the employee possesses a particular characteristic. For example – an applicant, although qualified, is not given the job because the employer believes the person is gay.
4. **Indirect discrimination –** is when an employer puts in place unjustified practices, provisions or criteria, which apply to all staff equally, but which put a few employees or job seekers at a disadvantage compared to those who do not share a particular characteristic - for example – providing security escort to cis-females who work late nights but not extending this facility to trans employees.

When an Organisation's culture harbours prejudices and stereotypes, it denies employment to deserving LGBTIQ candidates based on merit. Those already employed who come out may not be promoted or given fewer opportunities to grow and succeed.

I present the following two representative experiences that frequently occur in Organisations:

A. Rakesh's Case (he/him):

Rakesh has an IT engineering degree and seven years of work experience in an IT company. He was very creative and hard-working and was quickly promoted to Development Manager. After his promotion, he wanted to come out as a gay man.

But he did not want to do this at his current workplace. Although the work and remuneration were good, he found the place very conservative and stifling, it did not have a policy on LGBTIQ. The induction training had not covered non-discrimination of LGBTIQ, the ICC (Internal Complaints Committee) handled only women's complaints. At times he witnessed his seniors disparage gay people, where everyone, including his colleagues, laughed. He had been embarrassed and hurt but could not speak up. Every single day he stepped into the office, he felt like an imposter and unwanted.

He decided to switch jobs. He soon realised the price of being out of the closet. Six times he was selected in the final round of interviews, but when he mentioned that he identified himself as gay, somehow, the offer did not materialise. In fact, during one of his interviews, he was bluntly told by the interviewer that he should seek medical treatment for a 'cure'. Incensed by the derogatory comment, he abruptly left.

After six months he found a new job at a company that was proud to have an LGBTIQ D&I policy and was public about it. The company's ICC was gender-neutral, and the induction training covered non-discrimination of LGBTIQ. The company health insurance recognised the same-sex partner of an employee as a dependant.

During the exit interview he did not state the reason for leaving. He felt it was pointless, a lost cause. The company would never know why he left, and he thought the company didn't care either.

Rakesh is doing very well and feels at home at his current workplace. He has recently applied to join the company's D&I Committee.

My take on this situation is that the IT company may have had LGBTIQ staff, but none had come out for fear of discrimination. So, the company could well have LGBTIQ diversity, but it was not visible.

This diversity was not visible because the company did not have an LGBTIQ-inclusive culture. There was a trust deficit between the LGBTIQ employees and the company. Rakesh felt and was made to feel that he was an outsider - he felt insecure and uncomfortable working in this unwelcome environment and left the company.

B. Shailaja's Case (she/her):

Shirish had a MA degree and was fluent in Marathi, Hindi, English, German and French. Shirish had sixbyears of experience and worked as a translator team lead.
Shirish was a transwoman but in the closet. In her late twenties, she came out to her parents as a transwoman when her parents started looking for a bride for her. Her parents found it very difficult to accept her gender identity.
In the meantime, Shirish, now Shailaja, moved out of her house, took a room on rent, and came out to friends. She began dressing in women's clothing at home and started GAHT (Gender Affirmative Hormone Treatment.)
A few months later, she sought a meeting with the HR manager and came out to him. Shailaja stated that she had obtained an ID and Certificate as a transwoman from the District Collector and would like to be addressed as female, with the name Shailaja. She requested that she be allowed to wear feminine attire and use the female facilities.
Although the manager did not say anything detrimental, his discomfort and shock were evident in his body language. He had never dealt with such a situation. He had no information on this issue and did not know any domain expert he could talk to.
To make matters worse, no policy was in place to deal with such issues. He stated that he would seek the advice of senior management.
After this meeting, Shailaja noticed a drastic change in her colleagues' attitude towards her. They started keeping distance from her. She saw that they would look at her slyly, and when she turned to look at them, they would hastily look away.
A month later, despite reminders, she had still not heard from management about her request and she resigned. No one asked her why she was leaving. It was almost as if they were relieved.
Shailaja started applying for a job. She would dress in female attire for interviews and tell the interviewers she was a transwoman. It's been nine months, but despite excellent credentials, Shailaja has not found a job. She never receives a call after the first interview. Shailaja currently works from home, undertaking translation assignments for NGOs.

Many Organisations do not know how to handle such situations because of a lack of awareness, understanding and empathy. They have never considered diversity to include self-identified trans persons. They do not have affirmative policies that make trans employees feel accepted and valued.

I have come across many similar cases where LGBTIQ communities continue to be, to a large extent, regarded as pariahs. And this is not just about India, this disparity in LGBTIQ D&I is seen even in the western world. While both the cases given above look at relatively junior positions, the case is not very different for senior positions either.

"Board diversity efforts have, by design, excluded LGBTIQ+ identity from searches seeking to identify diverse leaders. Only 12 Fortune 500 companies include LGBTIQ+ as a metric for board diversity."[2].

So, what makes an Organisation culture so unwelcoming of LGBTIQ worldwide? In addition to the laws which elude a level playing field for LGBTIQ (which are, in turn, based on prejudices and stereotypes), the following issues, raised during my sessions with various Organisations, are the reason for the unwelcoming culture:

1. Lack of information on the legal status of LGBTIQ
2. Lack of information on the 'normality' of LGBTIQ
3. Discomfort with LGBTIQ people
4. Fear that if 'such' people are hired, they will behave inappropriately
5. Anxiety that their presence will negatively affect the work environment
6. Belief that 'such' people are not fit for the job
7. Belief that this job is special, so only hetero-normative individuals can qualify.
8. Disinterest- "This is not our current priority."
9. Not convinced about the advantages of LGBTIQ D&I- "What is in it for us?"

This effectively means fewer Organisations are willing to hire LGBTIQ persons who are open about their sex/gender/sexuality. On the one hand, we have feminine gay and transgender persons dropping out of school/college because of harassment and discrimination. On the other hand, we have gay and transgender persons who, despite a hostile environment, complete their education and acquire the requisite qualifications but do not find employment because of their sexual orientation or gender identity.

Many LGBTIQ community members who do find employment take care to remain in the closet, with constant anxiety and fear of being outed and discriminated against.

This collusion of the Organisation management and staff, to keep out LGBTIQ staff (or at least foster a culture which nudges them to remain in the closet and conform to the social binary norm) is against the fundamental rights under Articles 14 (Equality before Law and Equal Protection of Laws), 15 (Prohibition of discrimination on grounds of religion, race, caste, sex or place of birth), 16 (Equality of opportunity in matters of public employment), 19 (Freedom of Expression) and 21 (Right to Life and Personal Liberty) of the Indian Constitution. As a citizen of India, the principle that all citizens should have access to all fundamental rights and a fair shot at access to all services and opportunities irrespective of their birth characteristics shall be exercisable by the LGBTIQ community members.

While the fact remains that many people tend to knowingly or unknowingly discriminate against persons based on caste, religion, place of birth, race, language and disability, the issue of sexual orientation and gender identity has been a taboo for a long time. The LGBTIQ community has faced rampant discrimination on that basis and continues to do so worldwide.

"...around four in ten (42%) of LGBT+ respondents reported experiencing non-inclusive behaviours at work. And over 80% of these respondents feel that they are experiencing these behaviours more often than their colleagues who are not LGBT+... Respondents reported non-inclusive behaviours, from those specifically relating to sexual orientation or gender identity to broader unacceptable behaviour. Unwanted comments or jokes of a sexual nature (33%) were the most cited behaviours experienced, followed by "jokes at my expense (banter)" (31%). Other behaviours included unwanted physical contact (21%) or social exclusion (20%). Most LGBT+ respondents who reported experiencing non-inclusive behaviours at work have experienced more than one type of non-inclusive behaviour."[3]

So, the core issue is- what is the solution to minimise discrimination, and increase diversity, create an inclusive culture which will provide a more level playing field for sexual and gender minorities? The key question to ask ourselves is, *"If I were in Rakesh' or Shailaja's shoes, what kind of environment would I seek in an Organisation?"*

But, before we start this introspection, let's first try to address the abovementioned issues— our prejudices and stereotypes that we consciously and subconsciously harbour about LGBTIQ.

References

[1] The Equality Act 2010 (UK)
[2] Deloitte. LGBT+ Inclusion at Work: A Global Outlook (2022). Executive Summary.
[3] Out Leadership Report 2020. Visibility Counts. The LGBTIQ+ Board Leadership Opportunity.

Important Concerns

Introduction

While having a dialogue with Organisations in the past decade, I have been presented with many queries/ comments on LGBTIQ. Many relate to basic understanding, legal status, personal fears and anxiety. I am listing these below, with my answers.

"Is it legal to be gay, bisexual, transgender or intersex?"
Being Gay, Bisexual, Transgender, Transman, Transwoman, Intersex, and Queer is legal. They are not criminals because of their biological sex, sexual orientation, gender identity.

"Is same-sex intercourse between consenting adults, in private, legal?"
On 6th September 2018, the landmark judgment of [Navtej Singh Johar & Ors v/s Union of India][1] read down Section 377 of IPC to exclude same-sex consenting adults from its purview.

In plain language, same-sex intercourse between consenting adults is no longer a crime. Additionally, live-in relationship between two men or two women is not illegal. Many petitions seeking legal recognition of same-sex marriage are pending in the Supreme Court of India. (As of the publication date of this handbook- June 2023, there is no legal sanction to same-sex marriages in India.)

The judgment on Section 377 IPC was crucial for domestic Organisations and MNCs. Although being openly gay or transgender was not a crime, Organisations that wanted to work on LGBTIQ D&I knew they were working in a grey zone when making provisions for a same-sex partner as these may backfire and be construed as illegal. Many openly told me they would not work with 'LGBTIQ D&I' as long as Section 377 IPC criminalised same-sex intercourse between consenting adults. For some, this IPC Section was a genuine concern, for some, it was simply a pretext for not working on LGBTIQ D&I. Now that this obstacle is out, Organisations can unhesitantly work on LGBTIQ D&I.

Do these communities have any legal identification about their sexuality/gender?
There is no provision or need for legal identification about any person's sexuality (i.e. certification from the government stating that they are heterosexual or bisexual, or gay).

There is a provision for obtaining legal identification of gender for transpersons. The landmark Supreme Court judgment of [NALSA v/s Union of India] gave every person the right to gender self-identification as male or female, or transgender. (Refer to Chapter: Obtaining Transgender ID, Certificate).

"Are these communities 'normal'? Is being gay or transgender a medical illness?"
Being Gay, Bisexual is a normal variant of sexuality. The Indian Psychiatric Society (IPS) and World Psychiatric Association (WPA) position statement states that homosexuality is not a disorder or illness. A person's sexual orientation cannot be changed by any means (e.g. counselling, medications etc.).

Gender Dysphoria, i.e. having a gender different from the gender assigned at birth- which, in simple terms, means- being transgender or transwoman or transman or gender fluid or pangender is natural and is not an illness or a disorder. This gender identity cannot be changed.

It is in everybody's interest to accept a person's sexual orientation or gender identity as it is. The National Medical Commission's (Ethics and Medical Registration Board) notification (No.R-19022/01/2022-Ethics dated 25th August 2022) states that any attempt at 'conversion therapy' to change a person's gender identity or sexual orientation is 'Professional Misconduct' under Indian Medical Council (Professional Conduct, Etiquette and Ethics) Regulations (2002).

"I am / We are uncomfortable with 'such' people."
Initially, many people are not comfortable. When LGBTIQ persons come out to their parents, their parents are not comfortable. Many friends, relatives and colleagues are uncomfortable when an LGBTIQ person comes out to them. But this is true, albeit to a lesser degree, when we first meet people from a different culture, religion, caste, etc.

Through interactions over time, on a personal and professional basis, we get to understand them, dispel our misconceptions and fears, and learn to accept people of various backgrounds. No theoretical book, film, or magic wand makes us comfortable overnight. The only way is to interact with diverse communities and grow on the journey.

"I am / We are worried about their presence negatively affecting the work environment."
This view stems from two concerns. One is that the Organisation harbours concern that the employee may misbehave with other personnel. While the concern is valid, this is true for all personnel. The presumption that LGBTIQ community members are more likely to misbehave stems from biases created through media or a one-off negative personal experience.

The other concern is that team members will be uncomfortable, and the LGBTIQ employee will not be a team player. This reasoning can apply to different diversity parameters, too (e.g. religion, language, etc.), but I strongly believe that this criteria shall not be used to decide who gets the job.

"I am / We are concerned that they may not fit for the job."
Many people believe that LGBTIQ people are unfit, unreliable, or untrustworthy. They think these people cannot handle their responsibilities as seriously as their hetero-normative counterparts. People with these prejudices have not personally known any LGBTIQ community members or, worked with many to form this prejudiced generalised view. (When LGBTIQ staff members excel at work, it is always dismissed as "Ohh! But that's an exception.")

An extension of the 'unfit for the job' concept is the reasoning that, while we would not have objections to LGBTIQ being hired for some other job, this one calls for 'special qualifications', which can only be fulfilled by a few hetero-normative individuals—for example, resistance to transgenders serving in the police and gays serving in the military.

There is no denying the fact that there are specific jobs which require special skills and a certain mental outlook. Members of certain communities may have a higher likelihood of matching these requirements than others. But to generalise it to exclude an entire community on the basis that no one from the community can match the requirements for a post/category or, even if they do, they are in some way undesirable is discriminatory.

"Working with LGBTIQ is not our priority right now."
This stance is the toughest one to answer. "When is it the right time to prioritise LGBTIQ D&I?"; especially when people believe they have been able to do well without this D&I?

Secondly, unless you go in for Affirmative Action for LGBTIQ persons (Refer to Chapter: Affirmative Action), this is not about reservations or giving preference in hiring or promotions to LGBTIQ. It is about creating a culture where employees feel welcome, safe, comfortable, accepted, and valued at all levels, regardless of gender or sexuality.

Yes, it is easier said than done. Still, the refusal to consider taking basic steps, like including sessions on 'Non-discrimination of LGBTIQ' in induction training and refusal to have a gender-neutral ICC, is a clear indication of an attitude that, unless it is mandated by law, or unless customers demand it and its absence adversely affects revenues, we don't care.

"Is it worth it? What's in it for the company?"
The advantages and challenges of having LGBTIQ D&I are listed below:

Advantages of having an LGBTIQ D&I Policy

- An affirmative D&I Policy boosts employee performance.
- Employees tend to be more loyal.
- It attracts a broader talent pool.
- Employees come from diverse backgrounds, so they can bring different points of views and inputs to the table, aiding in the creative process.
- LGBTIQ staff can aspire for higher positions because they are not burdened with the 'imposter syndrome' (doubting their ability and accomplishments because they don't 'fit in'. Lack of role models also adversely contributes to this pessimistic outlook).
- With talented employees hard to come by, it makes perfect business sense to inculcate and foster a workplace culture that will retain the employees for a long time.
- The initial stages of LGBTIQ D&I (Refer to Chapter: First Steps) require little to no budget and can be easily implemented by small Organisations.
- LGBTIQ inclusion policy for customers can pay commercial dividends, especially when the Organisations reach out to LGBTIQ customers or when customers actively seek services from an LGBTIQ-inclusive Organisation. This is especially true in banking, insurance, educational institutions, healthcare, hospitality, travel, and club memberships.

Challenges of having an LGBTIQ D&I Policy

- The initiative needs an employee/team to lead D&I
- In the initial stages, with no dedicated human resource for LGBTIQ D&I, the employee/team is generally expected to work on D&I, in addition to their regular job, without additional emoluments.
- Management needs to trust the person/team and give them a free hand for exploration and experimentation
- Guidance of a domain expert may be required
- After the initial stage, depending on the extent of D&I initiatives incorporated, a budget will need to be assigned
- Regular, periodic engagement with staff is required on awareness, sensitisation and inputs.
- CSR (Corporate Social Responsibility) sponsored projects related to LGBTIQ D&I may not meet performance expectations
- For a holistic approach:
  - policy, infrastructure changes will be needed, which takes time and resources
  - it takes time for diverse communities and Organisations to adjust, accommodate, and accept each other.

References

[1] Navtej Singh Johar & Ors v/s Union of India Ministry of Law and Justice
Writ Petition (Criminal) No. 76 of 2016 With
Writ Petition (Civil) No. 572 of 2016,
Akkai Padmashali v/s Union of India Writ Petition (Criminal) No. 88 of 2018,
Keshav Suri v/s Union of India Writ Petition (Criminal) No. 100 of 2018,
Arif Jafar v/s Union of India Writ Petition (Criminal) No. 101 of 2018,
Ashok Row Kavi & Ors v/s Union of India Writ Petition (Criminal) No. 121 of 2018, Anwesh Pokkuluri,
Harish Iyer Applicant/Impleader & Ors v/s Union of India.

Approach

Introduction

In many instances, I have seen that the drive for LGBTIQ D&I comes from a director or an employee passionate about the cause. At times the initiative is taken on directions issued from the head office, generally based in the USA, Canada, Europe or Australia. Whatever the source and reason of the drive, it is welcome, as it is a step in the right direction.

If an employee wants to initiate the drive on their own, the first thing they can do is send a request to the management for a go-ahead to explore the issue on behalf of the Organisation.

Prior to approaching management for the go-ahead, some of them prefer to do some homework so that they are in a better position to convince the management to start work on this topic.

Taysir Moonim (she/her) **(Psychologist, Mental Health & Psychosocial Services; former Programme Lead, D&I initiative at KEM Hospital, Pune):** *"I haven't spoken to management yet. I met you (the author) first because I wanted to know whether you would guide us on LGBTIQ inclusion. If our discussions are fruitful, I will broach the subject to management."*

Where do I start?

The first challenge faced is - "Where do I start?" At this stage, you are not likely to know anyone who is openly LGBTIQ or know much about the communities to understand the issues involved. I suggest the following-

1. Use this handbook to understand the basic issues involved. It will enable you to get an overall picture of LGBTIQ D&I.
2. Get in touch with an LGBTIQ domain expert. (Refer to Appendix B for a short list of domain experts). The interaction/s with the domain expert will enable you to seek clarification on doubts not covered in the handbook or issues peculiar to your workplace environment.

The above two aids should place you in a position to take the next step.

Approach

Based on various factors, the approach to LGBTIQ D&I will vary. Two of the factors that will need to be considered for deciding the approach are - the size of the Organisation and the number of sites of operation.

Size of the Organisation

The size of an Organisation can be assessed in various ways- annual turnover, employee strength, number of customers, number of sites of operations, domestic and international locations, diversity of functions, layers of hierarchy etc. Based on a suitable metric, decide whether you are a small, a medium or a large Organisation.

Location of Operation

For medium and large-size Organisations, the number of operational locations is a factor that needs to be considered when starting LGBTIQ D&I.

If there is more than one site of operation, take a call on whether one site is to be selected for the pilot initiative before expanding the initiatives to other sites or whether all the sites should be given equal weight in starting this initiative.

Such a pilot initiative can be launched at a single site only if no Organisation-wide change in policy or strategy is required. This means that in this approach, only localised initiatives can be launched.

"I felt that my company had to work on Affirmative Action. I discussed it in detail with management. We decided to start at our Pune location before expanding this initiative to our other offices in India. There were two reasons: I, based in Pune, could lead the initiative. The second reason was that as Pune is a relatively liberal city, we have a greater chance of success here than at locations which are based in more conservative locations."

"Our company started the LGBTIQ D&I initiatives at all our offices in India simultaneously. But not all sites have shown success in these initiatives. Our branches in Pune and Bengaluru have a large LGBTIQ staff, and they are actively involved in shaping up LGBTIQ D&I. On the other hand, despite the company providing the opportunity, this initiative has not taken off well at some sites in India due to a relatively conservative culture in cities where the company sites are based."

How do I start?

After getting clarity on the issues involved, the first thing is to take management in confidence. You will need their support all the way through. Expect resistance from some of them. You will be better positioned to deal with this resistance if you have done your homework.

Do not attempt to start something on your own, in case of

resistance, delay by management. Although you may have the best intentions at heart, there is no point in starting something without support from decision-makers and implementers, unless you yourself own the Organisation or are the decision-maker.

In presenting your case, it helps assure management that to start on a very small scale (Refer to Chapter: First Steps), little budget is necessary, and there is no need to change the Organisation's existing policies or embark on Affirmative Action. So, there is no cause for concern about the initiative adversely affecting the performance or functioning of the Organisation.

LGBTIQ D&I Lead

Management may propose that they are willing to explore and experiment in this area, provided the employee who has proposed the initiative should lead it, in addition to their existing responsibilities, at no extra cost. The employee should be willing to take this additional responsibility.

A significant risk with the approach of making it a one-person initiative is that if/when the person gets transferred to another site or leaves the Organisation, the work may peter out as there may be no one with that passion for carrying it forward.

2

Small Organisations:

Fast Track Inclusion

Key Milestones

- Non-discrimination
- Diversity
- Affirmative Action

Introduction

From the perspective of LGBTIQ D&I, the characteristics that matter for a small Organisation are as follows:-
It has:

- one location of operation
- only a couple of layers of hierarchy
- a small board of management
- low staff strength
- a simple administrative mechanism

Because of less complex structures, and a small number of staff, changes can be effected very speedily, with fast turnaround times for clearances and implementation. This means that small Organisations need not necessarily follow the step-by-step approach that medium and large-size Organisations must take.

I have seen small enterprises jump the gun and directly proceed to Affirmative Action, sensitising the staff, and dealing with practical issues as they arise, along the way, consulting a domain expert as and when required. The reasons for taking this fast-track approach are:

- They do not have the latitude to go in for exhaustive training workshops to ready the staff for the planned changes
- They do not have the budget or time to organise small events or participate in LGBTIQ activities held by LGBTIQ NGOs/CBOs.
- They have very minimum manpower and budget to plan for a systematic approach for LGBTIQ D&I

For small Organisations, two models seem to be in vogue -

- Inclusion in Secrecy
- Fast-track Approach

Inclusion in Secrecy

In this approach, the LGBTIQ applicant is selected but told to keep their gender/sexuality confidential- the disclosure is limited only to the management and HR. The LGBTIQ staff reports to HR for resolution if any issues arise.

This approach is generally seen in Organisations, especially in rural areas, where there is less awareness of LGBTIQ issues, and the Organisation does not want to do anything overt to rock the boat. Nevertheless, the Organisation is willing to accommodate the LGBTIQ person. While their willingness to hire LGBTIQ community members is welcome, this is not an ideal situation. It is desirable that these Organisations consider this as a temporary approach before they get confident and transparent about their LGBTIQ D&I initiatives.

Challenges

- Organisation-employee relations can get severely affected if the Organisation is not transparent about the employee's gender. In most cases, other staff members will turn a blind eye. There may be specific instances of privacy where staff could be touchy and lead to a full-blown crisis, which the Organisation may be ill-equipped to handle.

- If the LGBT staff is in the closet, they do not get affirmative signals from others, which are needed to make them feel safe and accepted.

- No awareness and sensitisation of staff on LGBTIQ takes place as the issue is never brought up for discussion.

A Transman (he/him)*:"I work in a rural area in the Pune district. The job is to package various items. During the interview, I told them outright that I am a transman. I had changed my gender on my Aadhaar and PAN cards to male. They hired me but told me to keep my gender-assigned-at-birth a secret. All colleagues consider me male, and I use the men's washroom when nobody is around."*

Fast Track Approach

In this approach, the head of the Organisation generally takes the following steps for starting LGBTIQ D&I:

- Approaches a domain expert to get an overview of issues in launching an LGBTIQ D&I initiative.
- Organises a sensitivity session with the staff at a general gathering about the need for LGBTIQ inclusion and non-discrimination in the workplace. The employees are briefed on terms to use and avoid, and are cautioned to refrain from sharing homophobic/transphobic content, e.g. jokes (Refer to Appendix A: Use of Terms). The staff is encouraged to support the trans-staff if/when they are hired.
- An arrangement is made to use an existing washroom facility to cater to the trans-staff member/s.
- The head of the Organisation then launches the Affirmative Action initiative by approaching a LGBTIQ NGO/CBO with a set of requirements (number of vacancies, post/s, job responsibilities, age criteria, educational qualifications, language proficiency, site of

work, timings, whether the staff is expected to work in shifts, internship period, payment scale, contact details etc.) The NGO/CBO advertises the jobs on their contact lists and refers interested parties to the Organisation head.
- The head of the Organisation is the guide, philosopher, and leader of the initiative.
- Handles all issues related to the initiative.

Rahul Wautre (he/him) **(Owner of 'Supreme Enterprise'):** *"We are a small garment unit based in Pune and have about 35 persons in our employment currently. A few years ago, I approached Mr Bindumadhav Khire and told him that I would like to empower a few transgenders by hiring them. I told him if I hire only one or two, they may feel uncomfortable, so I am willing to hire up to four of them. I am willing to train them and pay them a certain amount during the internship. I can take this call because I am the owner and leading the initiative. Since it is a small unit, there are no complex systems to be reworked, to accommodate transgenders. This was in 2017, and sadly at that time, we could not find a single transgender willing to take up the job. But we continue to be open about implementing this initiative."[1]*

Challenges

While this no-frills approach has its advantages, this 'learning on the fly,' approach poses some challenges:

- Small Organisations cannot afford high salaries and hire less qualified staff. During the internship, they tend to pay less than the full salary. I have seen that, in big cities, many transgenders do not take job offers from small Organisations because they reason that they gain much more by asking for alms. The reasoning that there is dignity in doing a job than asking for alms does not resonate for many transgenders, as many have faced rejection by their families and have nothing left to lose.
- If there is a high attrition of trans staff, a small Organisation cannot afford to sustain the initiative for long and may get de-motivated or, worse, get bitter about the experience.

Start-Ups

There is no statutory definition of a "start-up". A start-up company is a private company incorporated under the Companies Act 2013 and recognised as such in accordance with the notification issued by the Department of Industrial Policy and Promotion.

A start-up company must meet the following criteria to be considered eligible for the Department for Promotion of Industry and Internal Trade (DPIIT) (Ministry of Commerce and Industry) start-up recognition[1]

Company Age	Period of existence and operations should not exceed ten (10) years from the Date of Incorporation
Company Type	Incorporated as a Private Limited company, a Registered Partnership Firm or a Limited Liability Partnership
Annual Turnover	Should have an annual turnover not exceeding ₹100 crore for any of the financial years since its Incorporation
Original Entity	The entity should not have been formed by splitting up or reconstructing an already existing business
Innovative & Stable	Should work towards development or improvementof a product, process or service and/or have a scalable business model with a high potential for creation of wealth & employment

A start-up company has three stages: early-stage, venture-funded (growth), and late-stage. The early-stage is completely focused on getting the idea off the ground. In this stage, when there are very few employees, no resources are available for anything but core activities. But even at this stage, it makes sense for the company to be inclusive of LGBTIQ, for it will provide them access to the best talent available. If the culture of inclusion is practised from the beginning, it will be much easier for them to carry the policy forward when they enter the growth stage. In this stage, inclusion of LGBTIQ and non-discrimination policies in the induction program, having an ICC whose scope covers complaints of sexual harassment made by any staff member, irrespective of sex, gender, and sexuality, can be easily incorporated. The earlier this is done, the easier it is to create and foster an inclusive culture in the workplace.

Checklist

In terms of LGBTIQ D&I, small Organisations can assess where they are each year, by using a checklist similar to the one below:

Policy / Activity / Facility Related to Small Organisations:	Yes	To some extent	No	N/A
GENDER IDENTIFICATION • Does the Organisation have a category of Transgender for gender identification?		N/A		N/A
SAFETY • Is there a contact person in the Organisation competent to handle issues of LGBTIQ discrimination?				
AWARENESS AND SENSITISATION • Is LGBTIQ inclusion and non-discrimination covered periodically in workshops for all staff (trainees, interns, and volunteers)?				
FACILITIES • Is a washroom facility available for trans employees/trainees/interns?				
SUPPORT • Does the Organisation have a ready list of LGBTIQ referral linkages for LGBTIQ staff, trainees, and interns? • Does the Organisation organise events which focus on LGBTIQ issues?				
OTHER • Other 1: Any other provision made for greater inclusion of LGBTIQ • Other 2: Any other provision made for greater inclusion of LGBTIQ				

References

[1]Factory stitches up opportunities for transgenders. By Archana More. Pune Times Mirror. Page 6. 19th May 2017.
Note: In those days, it was a very bold step, but I (Bindumadhav Khire) was unable to find transgenders willing to take up the job. Post Covid-19 pandemic, I see some improvement as more transpersons from the younger generation are seeking job opportunities.
[2] https://www.startupindia.gov.in/content/sih/en/startup-scheme.html

3

Medium & Large Organisations:

Stage 1: First Steps

Key Milestones

- Awareness & Sensitization
- Participation in LGBTIQ events as an ally

Introduction

Keeping in mind that there is little to no budget, infrastructure, or inclusive policy in place, list all activities which can be done in one financial year. The list should be presented to management, and approval should be sought for planning and execution, along with timelines. Some activities that can be undertaken at this stage are listed below. These activities can be continued even after the Organisation creates an LGBTIQ-inclusive ecosystem at a later stage.

Activities

- **Awareness and Sensitisation Workshops for Senior Management**
  Awareness and sensitisation workshops for senior management and business leaders. A domain expert should preferably conduct the session. It should be an in-person session unless such an approach is deemed impractical.

- **Awareness and Sensitization Session for Staff**
  The sessions can be conducted by an LGBTIQ-aware and sensitised training department or by inviting an NGO community member/activist/domain expert to conduct the sessions. In large Organisations with a staff of thousands, many such sessions must be undertaken. They may be done in groups based on job responsibilities. The language chosen for the sessions will vary depending on the group being addressed.

LGBTQ+ Allies ERG, Emerson Export Engineering Centre: *"We Go Boldly at Emerson Export Engineering Centre by taking our first steps towards creating a more socially and culturally inclusive environment. By raising awareness through hybrid learning sessions and activities on LGBTQIA terminology, issues and lived experiences of our employees, we embark on a cultural transformation for Emerson, our employees and the community. We will continue our efforts to make all our employees feel valued and accepted. It will take time, is an exciting process, and we are proud to have started the journey."*

Sujitha Selvaraj (she/her) **(Head of DEI, Thoughtworks India); Karthik Damarsetti** (they/them) **(Co-Lead, The Mitra Collective - LGBTIQA+ Affinity & ERG, Thoughtworks India):** *"One of the first things we did while starting LGBTIQ D&I was to have awareness and sensitisation sessions for our entire staff. We used English in the sessions with senior management and vernacular when conducting sessions for staff not well versed in English, e.g. security teams. For example, we used Telugu for training staff at our office in Hyderabad, and similarly used Kannada in our Bengaluru office."*

- **Panel Discussion on LGBTIQ D&I**
  Organise a panel discussion on LGBTIQ D&I. The panel could include, at the least, one gay person, one transperson and one ally. If there is out LGBTIQ staff in the Organisation, they can be invited to be part of the panel. If external panellists are invited, the Organisation must budget for their expenses.

- **Advertise LGBTIQ Events Held by NGOs**
  The Organisation can advertise LGBTIQ events organised in the city by NGOs through mailers and newsletters and encourage Organisation staff allies to participate in the events as individuals (not as Organisation representatives.)

- **Participation in LGBTIQ Events as Ally**
  The Organisation can participate in LGBTIQ events officially as an ally. This does not mean sponsorship but simply indicates that the Organisation supports LGBTIQ D&I in the workplace.

Sandeep Kanabar (he/him) **(Senior Principal Software Engineer at Gen™ (formerly NortonLifeLock)):** *"Some of us*

participated in the annual Pune LGBTQ Pride Walk organised by Bindumadhav Khire, through Samapathik Trust, in 2017 for the first time. Our staff participants wore company logo T-shirts and carried our company banner."

(Note: Not all LGBTIQ Pride Walks allow Organisation banners or Organisation-branded material. So check with the Pride Walk organisers beforehand to see what works.)

- **Awareness and Sensitisation through Mailers and Newsletters:**
  The Organisation can ensure that LGBTIQ issues are covered in mailers and newsletters. LGBTIQ can be a theme of the newsletter in June- which is considered LGBTIQ Pride month.

- **Posters on LGBTIQ D&I**
  Posters on LGBTIQ D&I can be put up at various campus sites and cafeterias. (When preparing posters on the non-discrimination of LGBTIQ in the workplace, get them verified by a domain expert for accuracy and correctness to ensure that no wrong signals go out.)

- **Provide an Experience Sharing Platform**
  Provide an experience-sharing platform at the annual gathering and other appropriate events for short experience sharing by open LGBTIQ staff members.

- **Celebrate LGBTIQ Pride Month**
  LGBTIQ pride month of June can be celebrated by the Organisation in the following ways:
  - Arrange for a kiosk on the Organisation premises for LGBTIQ awareness for a few hours a day. The kiosk can be adorned with a rainbow flag (the Rainbow Flag represents sexual and gender minorities) and LGBTIQ awareness posters. Organisation staff volunteers can be invited to operate the stall.
  - Arrange for short film screenings on LGBTIQ issues.
  - Arrange an exposure visit to an NGO/CBO which works on LGBTIQ issues. (This is generally a challenge as most NGOs/CBOs do not have the resources to cater to such an exercise. Some NGOs/CBOs may demand a fee for hosting such an event.)
  - Arrange an exposure visit of LGBTIQ (especially transpersons) to your Organisation, where they can see the Organisation's work first hand, and the company staff can interact with them.

"In pride month, we conduct various activities on campus. For example, last year we erected a kiosk on LGBTIQ awareness and screened short films on LGBTIQ issues."

- **Attending LGBTIQ Conferences**
  The Organisation can send a representative to attend LGBTIQ D&I-related conferences and inform the Organisation staff of your involvement in these activities.

Select some activities which:

- Require fewer manpower resources- one to five persons.
- Require a small budget. Many of the activities listed above require less than ₹ 10,000.
- Require a short span of gestation
- Are of short duration (a couple of hours to a day)
- Are practically possible for the Organisation

Challenges

After seeking approval from management, the D&I lead can start planning the activities. It is important to keep the management informed periodically of the challenges involved in planning and execution. Suggestions and guidance may also be sought from a domain expert.

Some of the common challenges faced at this stage are:

- Finding a domain expert for guidance
- Finding the right resource persons for sessions on LGBTIQ awareness and sensitisation
- Finding staff volunteers to manage an LGBTIQ awareness booth at an Organisation's fair is initially difficult. But if the Organisation keeps on brain-storming and takes feedback (open and anonymous) of what works and what is desired, they will eventually get breakthroughs.
- Initial participation of LGBTIQ employees may be low, especially those in the closet. Nevertheless, correct signals on LGBTIQ D&I need to reach out to them and others.
- Initially, the overall response to these activities may be below expectations, but the Organisation should not focus on numbers; it needs to focus on these activities becoming a regular part of its culture.

Feedback

After each such activity, the lead should try to get honest, open/anonymous feedback and suggestions from personnel of various cadres. These suggestions can be used to modify the activities for the next year. This is especially important when the Organisation's management indicates that it is not ready to conduct additional activities next year or expand the LGBTIQ D&I strategy but is willing to continue the current activities.

Checklist

Policy / Activity / Facility Related to Stage I: First Steps	Yes	To some extent	No	N/A
AWARENESS AND SENSITISATION				
Is LGBTIQ inclusion and non-discrimination covered in sessions for all staff (and trainees, interns)?				
FACILITIES				
Is a washroom facility available for trans employees, trainees, and interns?				
SUPPORT				
Does the Organisation have a ready list of LGBTIQ referral linkages for the LGBTIQ staff, trainees, and interns?				
Does the Organisation organise events which focus on LGBTIQ issues?				
Does the Organisation participate in LGBTIQ events organised by NGOs/CBOs?				
Does the Organisation participate in LGBTIQ conferences organised by NGOs/CBOs?				
PUBLICITY				
Are the LGBTIQ inclusion policies and initiatives of the Organisation public? (e.g. made available on the Organisation's website etc.?)				
OTHER				
Other 1: Any other provision made for greater inclusion of LGBTIQ				
Other 2: Any other provision made for greater inclusion of LGBTIQ				

Stage II:
Building on the Foundation

Key Milestones

- Stage I continues
- LGBTIQ Part of Induction Training
- Gender Neutral ICC
- Identification as Transgender
- Gender Neutral Washrooms
- Rainbow Ally
- Informally acknowledging a same-sex partner

Introduction

The success gained from the initial activities gives the organisation confidence to engage more on this issue. This phase is also characterised by having greater clarity on the issues involved. It allows the Organisation to meet and interact with LGBTIQ community members and evaluate multiple LGBTIQ D&I models currently practised by various Organisations.

With this confidence, the Organisation can take the next step- a more dynamic, focused approach to LGBTIQ D&I at the workplace. This means beginning a more formal, consistent, long-term, committed process towards having an LGBTIQ D&I strategy.

At this stage, the Organisation does not start the initiative of Affirmative Action, i.e. it does not actively seek out LGBTIQ talent or engage actively in skill-building and recruitment of LGBTIQ. Its main focus is to create an LGBTIQ-accepting/sensitive environment in a limited form for staff and customers who are LGBTIQ.

Commitment to LGBTIQ D&I

The push at this stage has to come from management. They will have to commit to LGBTIQ D&I consistently, long-term. There are instances where work on LGBTIQ D&I has started well, but due to lack of consistency and follow-up, it has lost steam and has become dormant or worse and the Organisation is back to the stage where it was at the beginning. So, the LGBTIQ D&I initiative must get a hundred per cent commitment from management for the long term, in letter and spirit.

D&I Team

At this stage, the Organisation should identify a team with varied expertise to work on LGBTIQ D&I. Generally, Organisation D&I team comprises a mix of HR, Legal, Business Division and ERG (Employee Resource Group) representation. Ideally, the team should, at a minimum, include a member each from-

- Board
- HR/ER
- Legal Department
- ICC Committee
- Training Department
- ERG

Labour Unions

In appropriate cases, the management should conduct dialogues with labour unions on the proposed LGBTIQ D&I initiatives. Any fears or concerns have to be addressed. They must be on board with full support to make the initiatives successful.

LGBTIQ D&I Initiatives for Intermediates

Below are a few examples of the initiatives that can be undertaken at this stage for at least two years:

Initiatives

- **Events on LGBTIQ**
  In continuation of stage I, undertake to periodically organise LGBTIQ events like panel discussions, celebration of LGBTIQ Pride month etc.

- **Incorporate Module on LGBTIQ in Induction Training**
  The Organisation should include an LGBTIQ awareness, sensitisation and non-discrimination session in induction training. It should cover the basics of sex, gender, and sexuality, terms to use and avoid, no sharing homophobic/transphobic content like jokes etc., and a clear signal that there will be zero tolerance of discrimination on the grounds of gender and sexuality. (Refer to Chapters: Basics of Sex, Gender, and Sexuality; Use of Terms.)

- **Making ICC (Internal Complaints Committee) Coverage - Sex, Gender and Sexuality Neutral**
  The ICC policy should be made sex, gender and sexuality neutral. This means that any person, irrespective of their sex, gender or sexuality who is aggrieved due to sexual harassment at the hands of any staff in the Organisation should have the right to approach the ICC for redress. ICC shall have the mandate to accept, investigate, file a report and suggest corrective action on the complaint (Refer to Chapter: Sexual Harassment at Workplace).

- **Rainbow Allies**
  Many LGBTIQ staff find it difficult to build rapport with other staff of the Organisation, as they have low confidence and are unsure whether they would be accepted and their issues understood with empathy. So, the Organisation should assign one or more staff as Rainbow Allies or seek

staff willing to volunteer as Rainbow Allies (Refer Chapter: Rainbow Ally).

- **Provision for Transgender ID Card**
  For internal online/manual systems, make a provision to identify an employee as transgender with the birth name or newly self-assigned name. The Organisation can make it a requirement to have transgender staff procure a transgender ID and certificate from the Collector. Such transgender ID shall reflect the same details as in the Aadhaar Card. (Refer to Chapter: Obtaining a Transgender ID and Certificate).

- **Gender Neutral Washrooms**
  Assign one or more existing washrooms as gender-neutral or reserve one or more for trans-staff only.

- **Facilities for Changing/Storing Uniforms**
  Separate facilities for changing/storing uniforms should be provided for trans-staff by partitioning the existing facility or creating a new one.

- **Bring Your Partner to Work**
  Organisations can organise an event which allows LGBTIQ staff to bring their partner to the workplace once a year similar to non-LGBTIQ staff members who are allowed to bring their family members. Such an event is generally held during the annual day celebrations. In organising this initiative, the Organisation shall ensure that the staff is made aware that the partner can be of any sex, gender or sexuality, irrespective of marital status. A similar initiative may be undertaken during group/Organisation picnics.

- **Internal LGBTIQ Group**
  Organisations can provide a platform for LGBTIQ staff to start their own internal LGBTIQ group. They can be provided certain facilities and a budget to plan their events in the Organisation or attend events held by other NGOs/CBOs. The Organisation can encourage some group representatives to be part of the ERG (Employee Resource Group).

Budget

After the D&I team selects the LGBTIQ initiatives to be undertaken, it should prepare a realistic budget and seek management approval. Aiming for LGBTIQ D&I long-term commitment, with no budgetary support, will seriously jeopardise the program. If need be, the team should go back to the drawing board and rethink the initiatives to be undertaken so that the initiatives selected and approved by management are fully covered by manpower and budget.

Timeline

Most initiatives listed above need six months to one year of planning, review and implementation. Rather than selecting all of them in one go, Organisations can opt for a few each year and cover most of these in the first two years. As the Organisation would have most of these in place in two years, it will get the confidence to move towards the next stage- 'Inclusive Ecosytem'.

Challenges

- Initially, Organisations desiring to implement the initiative of 'Rainbow Allies' find it challenging to identify sensitive and will staff to be LGBTIQ allies. Some may want to, but fear others would assume they are LGBTIQ. Nevertheless, the initiative should be launched even if only one staff member is willing to be an LGBTIQ ally.

- Organisations may be unwilling to create new infrastructure/reallocate existing infrastructure for trans staff with the assumption that with no trans staff on board, there is no reason to undertake this change and incur cost. This is a chicken-and-egg syndrome, making these changes will encourage closeted trans-staff find courage to come out.

Follow-up and Feedback

A periodic review of the implemented initiatives must be done through open and anonymous feedback mechanisms. Suggestions and deficiencies should be addressed and these initiatives should become part of the Organisation's culture before the Organisation takes the next step of making it's ecosystem LGBTIQ inclusive.

Sexual Harassment at Workplace

Introduction

In any unequal relationship, especially in case of a fiduciary relationship where one party is in a position to dominate the will of another, there is a chance of abuse. As Organisations are also in a fiduciary relationship with its staff and supply chain vendors they shall strive to have an abuse-free environment. Hence, a sex, gender and sexuality-neutral policy against sexual harassment, which applies to staff, consultants, customers/clients, interns and visitors, should be in place.

Internal Complaints Committee (ICC) on Sexual Harassment

Section 4 of The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redress) Act, 2013 (also called the PoSH Act) makes it mandatory for a workplace to constitute an ICC to deal with complaints by an aggrieved woman of sexual harassment at workplace. Currently, only women are covered under the Act but, Organisations have the freedom to widen the scope of the ICC and make it gender and sexuality neutral. To do so:

- The policy and protocols related to ICC need to be modified.
- Induction training should cover the PoSH Act and the broadened scope of the Organisation's ICC, which covers sexual harassment of/by LGBTIQ members. A clear signal should go out to the entire staff that irrespective of the sex, gender, or sexuality of the victim or perpetrator, sexual harassment of any staff member, customer, or visitor will not be tolerated.
- For the initiative to be meaningful in letter and spirit, members of ICC must be trained on LGBTIQ issues. Their sensitivity to this topic is crucial for the success of this measure.

Example: *Pune KEM Hospital's existing Prevention of Sexual Harassment (PoSH) policy is gender-neutral. It covers inappropriate sexual behaviour and harassment between two individuals regardless of sex/gender/sexuality and includes same-sex harassment. It serves as a measure of safety offered at the hospital and protects people who are LGBTIQ.[1]*

Internal Publicity

The sex, gender and sexuality-neutral policy on sexual harassment shall be publicised. This can be done by putting up posters in prominent places, periodically sending related information and posters through mailers, newsletters, and Organisation's magazine, putting up the policy on the Organisation's website, and ensuring that PoSH Act with its broadened scope is adequately covered in induction training.

Note: *While on the issue of security and safety, it is in the interest of overall safety and security to have CCTVs installed in corridors, stairs, parking lots and isolated areas.*

References

[1] Basics of LGBTIQ Inclusion in Hospitals. V1.0. 2020. Bindumadhav Khire. Published by Bindu Queer Rights Foundation.
Softcopy (.pdf) is available for free download from **http://www.bindumadhav.com**

Rainbow Ally

Introduction

Rainbow Ally is a staff member of the Organisation who is aware of, is sensitive towards LGBTIQ issues and willing to support LGBTIQ staff on issues related to LGBTIQ.

Staff Volunteers

Staff volunteers or liaison officers who desire to be a Rainbow Ally should be aware of and sensitive towards issues related to LGBTIQ. They should be patient, non-judgmental listeners (but they should strictly not become advisors) to closeted or out LGBTIQ staff who may desire to open up, to the ally, about their sex/gender/sexuality issues. The Rainbow Ally shall be provided with a list of relevant referral linkages they can share with the LGBTIQ colleague on a need basis like - Helpline numbers, NGO/CBO contacts, LGBTIQ-friendly counsellors/Psychiatrists etc.

Visibility of Rainbow Ally

How does a closeted or out LGBTIQ staff know, who a Rainbow Ally is? To achieve this visibility, the Organisation can put various mechanisms in place. E.g. the Rainbow Ally could have a small frame on their desk, which has a rainbow with the bold label "LGBTIQ ALLY" below it or, the Organisation can put up posters in conference rooms, cafeterias etc., where names, email ids of Rainbow Allies are prominently displayed.

"Our company encourages LGBTIQ Ally-ship. Anyone from the LGBTIQ community, whether out or not, can meet an ally and discuss their issues with the ally. This concept of LGBTIQ Ally-ship in the Organisation is important as it signals to the LGBTIQ staff that support is available for them."

Checklist

Policy / Activity / Facility Related to Stage II: Building the Foundation	Yes	To some extent	No	N/A
Stage I in place				
GENDER IDENTIFICATION - Does the Organisation provide for Transgender ID?		N/A		N/A
SAFETY - Is an ICC in place? - Is the scope of ICC gender-neutral?				
FACILITIES - Are there washroom facilities for trans employees / trainees / interns?				

SUPPORT
- Does the Organisation have the concept of Rainbow Ally?
- Are the Rainbow Ally contacts well advertised?
- Does the Organisation have a ready list of LGBTIQ referral linkages for LGBTIQ staff / trainees / interns?
- Does the Organisation organise 'Bring Your Partner to Work' event?
  - Is the above exercise only for married couples?
  - Is the above exercise sex/gender/sexuality-neutral?
- Does the Organisation provide for an internal LGBTIQ group?
- Does the Organisation provide for budget and resources for the internal LGBTIQ group?				

PUBLICITY - Are the LGBTIQ inclusion policies and initiatives of the Organisation public? (e.g. made available on the Organisation's website, etc.?)				
OTHER - Other 1: Any other provision made for greater inclusion of LGBTIQ - Other 2: Any other provision made for greater inclusion of LGBTIQ - Other 3: Any other provision made for greater inclusion of LGBTIQ				

Stage III: Inclusive Ecosystem

Key Milestones
- Stage I continues
- Stage II continues
- LGBTIQ inclusive organisation policies
- Manual and automated systems are LGBTIQ inclusive
- External linkages are LGBTIQ inclusive
- Affirmative Action
- CSR

Introduction
This stage involves the upgradation of the existing systems to make the entire Organisation ecosystem LGBTIQ inclusive for staff and customers. In addition, it provides for Affirmative Action and CSR projects to assist LGBTIQ empowerment.

This chapter addresses the issues related to creating an LGBTIQ-inclusive ecosystem, and the subsequent two chapters address Affirmative Action and CSR-related matters.

Megha Goel (she/her) **(CHRO Godrej Properties Limited):** *"Building homes is not just about bricks and mortar. It's about creating a community where everyone feels at home. And in our community, there's no room for discrimination, only room for rainbow-coloured love and acceptance. We are building a workplace where everyone can bring their whole selves to work, with no closets allowed!*
We at Godrej Properties strongly believe that this is the right thing to do. Diversity and inclusion are the foundation of a thriving Organisation. We are committed to creating a workplace where everyone feels valued, respected, and empowered to be authentic, regardless of gender identity or sexual orientation. It also makes absolute business sense – as we are unlocking the full potential of our talented workforce through fostering innovation, creativity, and productivity.
We continue to ensure this through all aspects ranging from inclusive policies (gender-neutral anti-harassment policy, same-sex partner benefits, gender-neutral adoption benefits and support, gender transition support), infrastructure support (gender-neutral washrooms, mental health) and community partnerships and advocacy."

Inclusive Ecosystem

D&I Team
Unlike the intermediate stage, it is now imperative for the Organisation to have a dedicated, full-time D&I team in place or an ERG (Employee Resource Group), which, amongst other issues, also works for LGBTIQ D&I. The D&I workload at this stage is heavy, and expecting a good outcome where the team has very little time to focus on this work is unfair and is not likely to make a significant difference.

As existing policies and protocols need to be revised, the D&I team should either have a representative from the Organisation's legal department or work closely with it. Ideally, the D&I team should have representatives from-
- Management
- HR/ER
- Legal
- IT
- ICC
- Training
- Business Division
- Marketing Division
- ERG LGBTIQ representatives

Labour Unions and Contractors
Ensure that labour unions and contractors are updated on the proposed plan. Awareness and sensitisation sessions on LGBTIQ should be organised for union leaders and contractors.

Rework Existing Policy
For a holistic approach to LGBTIQ, the D&I team needs to plan, strategise, and implement policy change in a phased, organised, non-disruptive manner. Post the review of the existing policy, a proposal with a realistic timeframe for drafting changes, reviewing them and implementing them

in a phased, time-bound manner, along with the required manpower, financial, and infrastructure resources, needs to be prepared and approved by management. Some tips on reworking existing policies are given below:

(A) Review Existing Policies, Processes and Protocols

Step 1: Study the existing definitions and use of the terms in all HR/ER documents relevant from the LGBTIQ perspective. Examples- Sex, Gender, Dependant, Family, Partner, Nominee. Highlight areas which are not LGBTIQ inclusive.

Step 2: Study the existing policies, protocols and processes where the terms above are used in relation to hiring, training, promotions, transfers, internships, facilities, benefits etc. Note down areas which are-

- Not LGBTIQ inclusive
- Discriminating against LGBTIQ
- LGBTIQ inclusive in practice but do not find explicit LGBTIQ mention in writing.
- Silent on special provisions required for LGBTIQ

Revise Existing Policies, Protocols and Processes

Given below are some important issues to be considered when revising the existing policies, protocols and processes:

(I) Compliance with Laws
(II) Gender Identification
(III) Expanding Concept of Family Unit
(IV) Facilities
(V) Operations

(I) Compliance with Laws

While revising policy(ies), the legal and HR team must be onboard to ensure compliance with the current – Companies Act, Factories Act and all the labour laws. As of June 2023, many laws related to employees are not LGBTIQ-inclusive. The sooner LGBTIQ affirmative changes are made to the legal framework, the easier it will be for Organisations to provide comprehensive coverage of its facilities to LGBTIQ on par with their heterosexual counterparts. To ensure compliance with the current laws, a review needs to be conducted taking the following issues into account:

(a) List areas which cannot be addressed due to limitations imposed by law.

Example 1: *Generally, a party can declare any person as a nominee but there are certain exceptions under current laws. For instance, under Payment of Gratuity Act, 1972, definition of "family" under section 2(h), in relation to an employee does not cover a same-sex partner or trans partner.*
Section 6(3) of the said Act states that if an employee has a family then while making a nomination, the nomination shall be made in favour of one or more family members. Any nomination made by such employee in favour of a person not a member of his family shall be void.

Such exceptions need to be highlighted when revising relevant policies.

Example 2: *The Workmen's Compensation Act, 1923. The definition of 'dependent' provided in Section 2(d) does not cover a same-sex partner or trans partner.*

Example 3: *The definition of 'dependent' in section 2(6A) of The Employees' State Insurance Act, 1948 does not cover a same-sex partner or trans partner.*

(b) List areas that remain unaddressed due to legal prohibition.

Example*: As of February 2023, surrogacy services for single persons or unmarried couples are illegal (Refer The Surrogacy (Regulation) Act, 2021). In such cases, any benefits provided by the Organisation to its employees that do not fulfil the conditions listed in the said Act will be legally problematic.*

(c) List areas where, although legal provision does not mandate it explicitly in writing, equitable practices on par with men and women, can be followed for transgenders.

Example: *Section 4 of The Equal Remuneration Act, 1976, states the employer's duty to pay equal remuneration to men and women workers for the same work or work of a similar nature. Section 5 of the Act addresses non-discrimination while recruiting men and women workers. The said Act does not cover transgenders.*

(d) List areas where, the definitions of 'Dependant', 'Family', and 'Partner' can be expanded to cover same-sex and trans partners without contravening existing laws (Refer Section: Concept of Family Unit).

(e) List areas where the Organisation can consult their legal team to find ways to compensate for lacunae in certain existing laws.

Example: *Some Organisations create a fund to be sanctioned in special cases. On application by an employee, a portion of that fund is allocated to the employee on a case-by-case basis based on the issue involved. The Organisation can widen the ambit of such provision (if any) to cover special cases related to LGBTIQ and their domestic partners.*

Exceptional Cases

Organisations must be aware that they may not be able to handle each and every case related to LGBTIQ D&I. There will be complex cases and issues which are legally grey areas as of now. This is true even for western countries, which have done more work on LGBTIQ inclusion in the workplace than India.

Example: *The Maternity Benefit Act, 1961 addresses women who are pregnant / women who have recently delivered a baby. This does not cover a self-identified female-to-male transgender (transman) who has a male ID/certificate from the Collector and becomes pregnant.*

For now, such cases are rare but are food for thought.

(II) Gender Identification
The Transgender Persons (Protection of Rights) Act, 2019, provides every person a right to self-gender identification as male, female or transgender.

Gender
The Organisation should incorporate "transgender" as a gender identification option in all its internal systems. E.g., ID, HR forms, etc. The revisions made should be flexible enough to address the following scenarios:

- A person who is employed is out to all at the time of joining and joins as a transgender.
- The person is in the closet at the time of joining but later on, comes out as transgender or as a transwoman or as a transman.
- The person employed is a transman or transwoman who has completed the transition at the time of joining but continues to retain some old identifiers, e.g. dead name or gender (the name or gender assigned at birth) on some documents.

Name
Many transpersons assign themselves a new name in concordance with their self-identified gender. But, if they have not updated their legal documents with the new name/gender, they carry two names/genders- the new name/gender on the Collector issued ID and certificate and the old name/gender on legal documents like Aadhaar Card.

As a part of their policy, the Organisation shall mandate that the Collector issued ID and certificate is uniform with details in the Aadhaar Card or, a provision shall be made for having two names/genders one for internal administration (e.g. ID card) and one for legal/external linkage purpose (e.g. health insurance).

Challenges in Name/Gender Change

It is difficult for transpersons to change names and gender in certain documents. In 2022, I (Bindumadhav Khire) filed a complaint with UIDAI that application for a new Aadhaar Card or application for updating the Aadhaar Card does not allow uploading of the Collector ID and certificate. As a response to the complaint lodged, UIDAI updated its systems, and by the end of 2022, relevant changes were made in its online system. Now, Collector issued ID and certificate can be uploaded as proof of name/gender. But there are other areas where the challenges remain.

So it makes sense for the Organisations to focus on consistency in two important documents- Collector ID/certificate and Aadhaar Card, rather than insisting on consistency in all legal documents.

Pronoun
The Organisation needs to provide for official registration of the preferred pronoun desired by trans staff- 'he' or 'she' or 'they'.

Sujitha Selvaraj (she/her)**(Head of DEI, Thoughtworks India); Karthik Damarsetti** (they/them)**(Co-Lead, The Mitra Collective - LGBTIQA+ Affinity & ERG, Thoughtworks India):** *"We have ensured that our systems provide for the registration of personal pronouns. In addition, we encourage the people on conference calls to state/display their pronouns and their name. This instils confidence in the LGBTIQ employees that their gender identity is/will be accepted and respected."*

Dress Code
The policy for dress code may need to be modified to ensure that self-identified transpersons can dress according to their gender identification. There can be instances where the employee identifies self as gender-fluid. The Organisation may allow them to choose one gender for the dress code and use all gender-specific facilities like changing rooms, dormitories etc.

Confidentiality
Sometimes, staff members disclose their sexuality or gender in confidence to HR and requests that it should not be disclosed. The Organisation will have to respect this confidentiality to the maximum extent possible. The Organisation will have to work with their legal department to frame issues related to confidentiality and list scenarios where exceptions will have to be made. This is important to answer the query- To what extent is the Organisation liable for breach of confidential data related to sexuality or gender?

Example 1: *In cases of emergency, does an Organisation have the right to disclose the gender/status of the person's transition to a hospital/next of kin?*

Example 2: *If a trans employee who has disclosed their gender in confidence to HR is to be placed at a customer site, how would the Organisation deal with this scenario? (Refer to Section: Placement at Customer Site).*

Adjustment Matters
When an employee comes out as trans, adjustment and acceptance issues for the employee concerned and the rest of the staff must be addressed as a high priority. It's a significant change for the employee and the rest of the staff too- in terms of name, dress code, use of pronouns, gender-specific facilities, etc. Awareness and sensitisation sessions with the department concerned are needed to address the discomfort. An LGBTIQ-aware and sensitive Rainbow Ally should be deputed to ensure that the acceptance occurs with as little stress and discomfort as possible for all employees. The trans employee must also be counselled that the staff is 'transitioning to a new scenario', so the trans employee must be patient. Just like the trans employee, the staff, too, will need time to become comfortable.

"I felt too uncomfortable to transition while continuing to work in the company. I was not sure how my company would perceive my transition. I left the company, had transition surgery, changed my gender and name on the Aadhaar Card and then started applying for a new job."

(III) Expanding Concept of Family Unit

When working with employees who are LGBTIQ or who may have dependants who are LGBTIQ, it is necessary to review the current definition of 'Family', 'Partner', and 'Nominee' as used by the Organisation and revise it to be LGBTIQ inclusive by including non-traditional families.

Example 1: *An employee is in a relationship with his/her same-sex partner. Can his/her partner be declared as a dependent in health insurance policy?*

Example 2: *An employee is in a live-in relationship with his/her same-sex partner. Can the partner be declared as a next-of-kin for emergency contact and as a decision-maker?*

Example 3: *A transgender employee has adopted a child. Will the child be accepted as a dependent?*

Example 4: *A single-parent employee has adopted a child. Can they avail of maternity leave (irrespective of the sex, gender or sexuality of the employee)?*

Note: As of June 2023, although adoption agencies are not keen to give a child in adoption to gay and transgender persons, there is no legal bar which prevents the adoption agency from giving a child in adoption to a gay or transgender person.

Example 5: *Can an Organisation have any restrictions on who can be assigned as a nominee?*

Note: Generally, a party can declare any person as a nominee. The nominee is not the end recipient of the monies but simply an intermediary agent entrusted to distribute to the legal heirs. Hence, barring certain exceptions, any person known to the staff member can be assigned as a nominee. The person need not be related to the staff member by blood, marriage or adoption, e.g. the nominee can be a same-sex partner.

Example 6: *If relocation allowance is provided for a heterosexual spouse of an employee, does the policy cover a same-sex partner too?*

Note: Organisations can expand the ambit of existing privileges and benefits that are provided to staff that have heterosexual spouses to cover staff that have same-sex partners.

(IV) Facilities

Washrooms

For trans-staff, the Organisation has a choice of assigning some of the existing washrooms as gender-neutral, reserving some of them for trans-staff, or making new ones that are gender-neutral/reserved for trans-staff. (Organisations which work out of leased premises may find it difficult to implement the last option, namely of creating new wash-room infrastructure.)

A beginning shall be made where there is at least one gender-neutral washroom. Then depending on the size of the Organisation, the number of buildings, the number of floors in a building, and the distance between the buildings, additional gender-neutral washrooms may be provided.

Changing Rooms

Some Organisations (especially factories) require that a uniform has to be worn by certain categories of staff, e.g. assembly line workers etc. Changing rooms are provided for male and female staff with lockers assigned to them. A separate changing room with lockers should be made available for trans-staff as well.

Dormitories

Organisations which provide dormitories for their staff have to make a separate arrangement for trans-staff.

LGBTQ Experience Sharing

Erica (she/her) **(Application Developer, Thoughtworks India):** *"I forget labels or trans-related things while I am at work, and fortunately, nobody reminds me."*

LGBTQ Experience Sharing

Zoya **(D&I Lead at Godrej Properties Ltd.):** *"Here, we take bringing our whole selves to work very seriously. I have been open about my gender identity from day one. Acceptance and equality are woven into the cultural fabric here. Within the walls of this company, it feels as if I have lost my gender dysphoria forever. The best part is that while I am provided with the resources to thrive in the company, I am also encouraged to be the real me at all times."*

Organisation Clinic

If an Organisation has a clinic for its staff and their families, the following issues need to be addressed:

- Sensitisation of medical practitioners and staff on LGBTIQ medical and legal aspects. It must be stressed that they should treat all patients with dignity and without discrimination.
- Putting up posters of LGBTIQ inclusion in the reception/waiting room.
- The case paper should allow for a transgender option.
- The clinic should have a gender-neutral or trans-washroom for specimen collection.
- Diagnostic technicians must be trained to sensitively take a

proper history of medications (especially GAHT medications) and transition surgeries to ensure that diagnostic results (e.g. blood tests) are correctly interpreted, and proper treatment is advised and provided.

(V) Operations
With most Organisations relying heavily on computer systems and off-loading some of their work to external agencies, the systems upgrade must consider internal and external technical compatibility issues. In addition, the Organisation should also consider LGBTIQ inclusion when collaborating with ESPs (External Service Providers).

(i) System Compatibility
All Organisations rely on computerised personnel data records. Some Organisations outsource some part of the work related to this data. At times, Organisations may need to access records from an external database. All of these raise compatibility and portability issues when revising the systems to consider gender inclusion and non-traditional family units. LGBTIQ D&I team has to involve the IT department so that issues, time-frame, costs, etc., needed to upgrade software systems can be realistically assessed and planned.

Internal Software
Organisations either buy off-the-shelf software and/or create their own to meet their requirements. For obtaining, storing and retrieval of information related to transgenders, software/database compatibility issues have to be studied in detail before changes are made.

External Interfaces
There may be software programs; or apps used by an Organisation which access databases from an external source or vice versa. These software interfaces need to be made compatible with respect to name, gender and pronouns.

(ii) Referral Linkages

Referral Linkages of LGBTIQ Resources
Organisations should prepare a list of referral linkages of LGBTIQ resources related to counselling, healthcare, legal advice, and support systems and ensure that regularly updated referral contacts are communicated to staff. Organisations must stress that they are not privy to the interaction between staff members and referral contacts.

External Service Provider (ESP)
If an Organisation has formal contracts with ESPs for certain services, it can extend such ties with service providers working on LGBTIQ issues.

Example: *If counselling services are made available to staff through an ESP, the Organisation can ensure that the ESP is competent to deal with issues related to LGBTIQ.*

(iv) Security Services

Commute Security
If the Organisation has transport arrangements, the transport contractor must be sensitised on LGBTIQ safety and security. Similar to women, safety and security measures should be in place for trans-staff.

Example: *Amendment of 2016 to Section 66 of The Factories Act, 1948, provides that, subject to adequate safety and security measures and safeguards, as the case may be, female workers, are now allowed to work between 7 PM and 6 AM. Although the amendment does not cover transgenders, Organisations can extend such safety and security precautions to cover trans staff.*

Private Security
A private security guard has to fulfil specific eligibility criteria defined in Section 10 of The Private Security Agencies (Regulation) Act, 2005.[1] Trans-persons to be hired as private security guards have to fulfil the prescribed criteria, which include physical standards, security training etc. As of June 2023, the eligibility criteria is provided only for men and women, so selecting trans persons as private security guards may pose challenges.

Security Checks
Security personnel in large Organisations generally employ metal detectors for security checks. But there are certain industries where the staff and customers' physical frisking is mandated during entry and exit. If any security guard is a transperson, the security agency needs to design a protocol as to the category of genders which trans security guards can frisk. Similarly, a protocol for frisking trans-staff and trans-customers should also be implemented.

Security in Special Cases
For the safety of female patients, clinics / diagnostic centres / hospitals generally have a policy that when a female patient is being examined or is undergoing a diagnostic procedure (e.g. sonography, X-Ray, etc.), one female staff or relative should be present. The scope of this policy should be widened and made gender-neutral. This will ensure the safety of the patient and the staff.

Bindumadhav Khire (he/him): *"I have encountered instances where technicians and doctors have made sexual advances towards feminine gay men and transgenders. I have also come across instances where transgenders have made sexual advances towards doctors. Zero-tolerance policy towards such practices should apply to ALL."*

Security at Night Clubs
For the safety of trans persons, a gender-based protocol needs to be in place for bouncers to oversee trans customers. (The agency can consider hiring trans bouncers.)

(v) Staff Deployment
Medium and large-size Organisations collaborate with many other Organisations, assign their staff to various projects at various sites and routinely transfer the staff temporarily to the customer site (which could be domestic or international).

When a trans-staff is to be deployed to a site, the following issues have to be considered:

- For a domestic location, the cultural acceptance of trans-staff and facilities provided for trans-staff at the client site must be taken into account before transferring the staff member.
- For an international destination location, uniformity in name and gender in all relevant documents like passport, Aadhaar
- Card, Collector issued ID/certificate shall be obtained. The laws and culture of the land related to LGBTIQ, cultural acceptance of trans-staff and facilities provided for trans-staff at the client site need to be taken into account before transferring the staff member.
- The ICC of the client Organisation needs to be gender-neutral.
- A Rainbow Ally shall be at the client site for support and guidance.

Affirmative Action

Introduction

Affirmative Action means the practice or policy of making sure that a particular number of jobs, etc., are given to people from groups that are often treated unfairly because of their race, sex, etc. (Oxford Learner's Dictionaries.)

It means proactively seeking persons from, or giving preference to, communities which have been marginalised on the basis of caste, religion, sex, gender, and sexuality. As a way of illustration, two forms of Affirmative Action initiatives for LGBTIQ are given below:

1. Skills Training and Induction

The skills training and induction initiative is a two-step approach: In the first step- enrolled participants are trained in specific skills. In the second step- post evaluation, selected participants are inducted.

Another approach is to provide internships, and post-evaluation, selected participants are inducted. In either of the two ways, Organisations can take a call on remuneration to be paid to the participants during training/internship.

Bindumadhav Khire (he/him): *"It has been my experience that most trans persons do not join a training program that does not provide sufficient remuneration or a guarantee of induction in the Organisation post-training. A training initiative for trans persons that only imparts skills education without guaranteeing employment in the Organisation, post-training, is less likely to succeed."*

Here are the broad steps for launching this initiative:

- Select the site/s at which the Organisation plans to conduct the initiative
- List position/s (post/s) for which you plan to conduct the initiative
- Fix the number of applicants you plan to enrol for training
- Fix the maximum number of applicants you plan to induct after evaluation at the end of the training
- Prepare a list of minimum requirements for an applicant to enrol
- Prepare terms and conditions for participation and induction
- Call for applicants through means of NGOs/CBOs and social media
- Provide skills training to selected applicants
- Evaluate the individuals at the end of the training
- Induct selected participants

Sujitha Selvaraj (she/her)**(Head of DEI, Thoughtworks India); Karthik Damarsetti** (they/them)**(Co-Lead, The Mitra Collective - LGBTIQA+ Affinity & ERG, Thoughtworks India):** *"As part of our Interning With Pride Program, we announce recruitment for LGBTIQ applicants and hire a few based on certain criteria and performance in interviews. After successful completion of their training and successive internship, select candidates are given full-time employment. So far, we have successfully conducted this program twice, in-person in 2018 and virtually in 2021."*

2. Recruitment Drive

Organisations can actively seek LGBTIQ candidates for specific posts / give preference to LGBTIQ candidates. Some Organisations participate in job fairs where they actively canvas for resumes from LGBTIQ candidates.

"We had long discussions on trans-D&I, and it was decided to hire a few trans staff as command centre operators. We sought the assistance of the Rotary Club Pune (District 3131) and hired a few of them. We sensitized the staff and trained the recruits. Yes, it was a challenge, but well worth it. We are proud that we initiated this drive."

LGBTIQ Experience Sharing

Karthik Damarsetti (they/them) **(Co-Lead, The Mitra Collective- LGBITQA+ Affinity & ER, Thoughtworks India):** *"Thoughtworks approach to LGBTQ+ Inclusion, and DEI in general, comes from empathy and building an equitable space based on listening to people's lived experiences and learning from them. I have personally benefited from the 'Interning With Pride' program in*

2018. I am committed to ensuring that current and future employees from the LGBTQ+ community have a safe space and a place to voice their concerns within the company."

Challenges

- At times the Organisation initiates a transgender Affirmative Action program but is unable to find employees from the community. There are various reasons for it. Sometimes, the salary is not enough to motivate transgenders to join. At times, the Organisation is very far off and commute is very difficult. At times, the transgender community finds it difficult to meet even the basic requirements.

Bindumadhav Khire (he/him): *"Various Organisations approach us seeking transgender employees. But sometimes it is difficult to meet even basic requirements. For example, some jobs that involve delivery of products or services at customer sites require that the employee has a two-wheeler and a licence to drive. Although the Organisation may be interested in hiring transgender persons, almost none have two-wheelers or know how to drive one. At times, the requirements are met, but most transgenders are not eager to do jobs which are perceived as 'masculine jobs', e.g. driving a taxi etc."*

- Most Organisations are wary of hiring trans persons because they are afraid that even after taking great efforts in sensitization, training, making special arrangements and taking extreme care for trans inclusion, there is a possibility that mistakes may happen and the trans person or trans customer could accuse the Organisation of discrimination, and undo all the efforts taken.

"When we hired trans staff on a contract basis for the first time, we met and frankly spoke to them about our fears. We told them that if there were mistakes from our side, we would try to correct them.
But, it would affect the Affirmative Action program very badly if, after we reprimand a trans-staff for poor performance, the person, upset at the reprimand, wrongly and unjustly accuses us of discrimination or transphobia. This will immediately put us on the defensive. Such an attitude will be destructive to the LGBTIQ community and the Organisation. It will demotivate us to promote this program further.
We told them that till the training ends, their sex, sexuality and gender identity would matter, as it is a learning curve for all of us. But once the training is over, your sex, sexuality and gender identity do not matter to us, do not play the victim card. It's only discipline and performance that will matter."

- Another challenge faced by Organisations and trans-staff is a clash of lifestyles.

Many trans persons (especially transgenders whose means of earning a living has been begging for alms) have never been exposed to a typical organisational work culture environment. Their lifestyle, in many ways is in a stark contrast to what the Organisation expects. For many, it is the first time in their lives that they step into a professional environment so it is natural that the initial experience is scary for them. In IT companies, the A/C, soft carpets, and employees whose speech and laughter are barely audible are a strange, uncomfortable and surreal experience for them.

Work-wise too, for many this is for the first time they are exposed to the rigours of discipline and responsibilities. A few may have issues with punctuality or find it challenging to understand the importance of their role and responsibility in the overall working of the Organisation and may show a casual attitude towards work.

"It took a while for a couple of trans staff members to understand the role of discipline at work. For example, if you go on uninformed leave, it causes inconvenience to other operators. In addition, it is also a discipline issue. If we allow this, it raises the question of whether we are partial to trans staff. So this casual attitude has to be discouraged.
To inculcate discipline and a sense of responsibility, we implemented a policy that if someone misses the shift without prior intimation, the operator on duty will have to take the place of the absentee and do a double shift. All staff members must understand that today their indiscipline is causing problems for another staff member, tomorrow that other staff

members' indiscipline may cause problems for you."

Organisations expect employees to follow a code of conduct in dress and behaviour. It expects discipline from the staff regarding punctuality, prompt reporting, completion of quality work by the deadline, professionalism, and ethical conduct. It takes time and work from both sides to adjust to each other.

"Even after having sensitization sessions for the trans and non-trans staff, both sides were initially uncomfortable with each other. Organisation's employees ended up subconsciously or consciously staring at trans staff. They were wary about interacting with them. There was also a significant possibility of employees from other Organisations laughing or taunting the non-trans staff for working with trans persons. We firmly told our team they must be proud of providing equal opportunity for all in letter and spirit. They should not at all be defensive about working with trans staff.
At the same time, we had to request some trans staff to make certain adjustments. Some wore heavy perfume to work, and in the A/C environment, it became too much for us to adjust to so a couple of trans staff were requested to use less perfume. Trans staff were told that the dress in style and tone should align with the Organisation's culture. I must note that they readily accepted our requests."

A Transperson: *"It is a two-way street. If you look at the issues plaguing transgender persons working in Organisations, you see that they need to be appropriately trained, and clear rules of conduct should be laid down. They need to be told to follow discipline like all other staff. For example, they cannot extend their lunch break at their convenience. They cannot have their friends drop in at any time for a chat. They cannot use sexual terms when talking with colleagues or customers. So, there is a big difference at the cultural and disciplinary level between the Organisation and its transgender staff.*

On the other hand, I have also seen that some of the straight staff members are unprofessional. They do not understand that they must maintain a professional distance from all employees irrespective of sex, gender or sexuality. Some are hostile towards trans staff, while others try to establish a personal bond with them.
Supporting someone is one thing, and establishing any kind of personal bond with an employee is another, as it creates complications and affects professional conduct. Straight staff must treat LGBTIQ staff like all others and maintain a professional distance. Trans staff need to understand that the Organisation is going out of its way to provide employment opportunities to them, so it is their responsibility too to inculcate discipline and professionalism."

- Organisations may see a high drop-out rate or face an unpleasant experience which could demotivate it from its commitment to Affirmative Action. But if an organisation has a firm ideological foundation and conviction for undertaking this program, it can ride such setbacks.

"We tend to do more for trans staff but we can only do this for a while and only to a certain extent. Otherwise, non-trans staff feels that trans staff can get away with a lot.
We had issues where a trans staff member was given a lot of latitude, but she misinterpreted it. She assumed that as a trans person, she was special and rules for others didn't apply to her. She asked for medical leave for one and a half months. The leave was sanctioned after special approval, but after the end of the leave period, she did not bother to inform HR about joining back, despite constant follow-up. Finally, we had to consider this AWOL and let her go. This unacceptable behaviour makes us wonder whether we

should continue to show special consideration for staff in special cases."

- A wrong mindset of an Organisation in starting an Affirmative Action initiative gives such initiatives a bad name. Listed below are two such issues:

(a) Sometimes, Organisations seeks LGBTIQ recruitment with high qualifications and experience, making it clear that most of them want an LGBTIQ employee for symbolism. Another problem encountered, which is related to symbolism, is when head-hunters approach domain experts and NGOs/CBOs with a profile which is downright insulting to the LGBTIQ community.

Bindumadhav Khire (he/him): *"I and one of my colleagues have repeatedly received requests as follows: 'We want to hire transgenders but they should be male-to-female transgenders and be castrated. They should wear a sari, and be a member of the Hijra community. We are not considering transwomen for the job.'"*

(b) Sometimes, the trans-staff is hired out of pity or to showcase inclusion. After hiring them, assuming they will not be good at their jobs, little work is assigned to them, and they are more or less ignored. Some trans-staff need more hand-holding, and some may take a bit longer to reach the efficiency levels of non-trans staff. However, they should still be given proper training, responsibilities, deliverables and timelines. They should be supervised and should undergo periodic evaluations. They should not feel that they are being given a handout.

Organisations need to understand that just as they have invested a lot in starting an Affirmative Action program for trans-staff, the trans-staff, too, have faced great adversities in challenging and breaking the traditional lifestyle expected of them. Very few trans-staff have the courage and tenacity to let go of their traditional lifestyle and change course. This iron-will to fight against all odds, deserves sensitivity, respect and dignity. If they are treated with pity and given handouts it severely undermines their confidence to chart this course. The two quotes given below are telling.

A Transperson: *"When we received a job on a contract basis, through contractors, as green marshals, and security guards, we were very happy. But our experience was not good.*
We were given appointment letters, but they were taken away. We were not given any induction training. We were not told what our responsibility was. Nobody bothered to supervise us. We did whatever we were told to do. Sometimes it feels like we were not paid a salary but given a handout.
Although our salary was deposited in our bank account, we did not get pay slips, so we do not know the breakup of salary or deductions. All our complaints have gone in vain."

A Transperson: *"The staff was not sensitised on LGBTIQ at all. Many seem to have sympathy for me but not empathy. They viewed me suspiciously as if I could not be trusted.*
I was not given any induction training on the job.
There was no gender-neutral or transgender washroom. I had to use the women's washroom. This was not a problem because I have transitioned, but if I had not, then?
Often, I have been asked to visit the field at night, on the assumption that being a transgender, I am habituated to working in the field at night and able to take care of myself. They are not concerned that this could be a safety risk for me. But, because I need a job desperately, I didn't complain."

What this boils down to is they have to choose between the devil and the deep sea. Such attitude by the Organisation towards trans staff is harmful to an Affirmative Action program.

Corporate Social Responsibility (CSR)

Introduction

Section 135 of The Companies Act, 2013, mandates that companies meeting specific criteria must spend a certain amount of the net profit on CSR work. Where this clause is applicable, the company can take a call to assign a specific portion of the CSR budget for planning and implementing LGBTIQ-related CSR projects. (At times, Organisations with multiple Business Units pool their CSR contribution and run the CSR initiatives through a Foundation.)

Planning for LGBTIQ Projects

For planning and executing CSR projects, reaching out to the LGBTIQ community of the required demography is essential. As the Organisation may not have the necessary referral linkages in place, the assistance of NGOs/CBOs working with the LGBTIQ community in the region may be required. The NGO/CBO personnel are the bridge between the service/assistance the Organisation wants to provide and the recipients. When deciding to work on a CSR-funded project for LGBTIQ, the following issues need to be kept in mind:

Awareness and Sensitivity of the CSR Team

CSR team needs to be aware and sensitive to LGBTIQ issues. They need to be mindful of the language, should not be discriminatory in their approach, should be sensitive to privacy issues and strictly avoid being voyeuristic. The team should have the right attitude and be comfortable working with LGBTIQ persons.

Safety Policy

When working in the field, the CSR team needs to implement a safety policy for the CSR team and the LGBTIQ community.

Planning a CSR Project

- Identify committed LGBTIQ CBO/NGO/groups for community outreach.
- Identify areas of work. Have a focus group discussion on project ideas. Based on my experience, I need to voice one important concern:

Even after the Covid pandemic, many CSR projects continue to provide ration kits and make the community dependent on the handouts. Is this what you really want to do? At times huge amounts are spent on projects that become just an extensive PR exercise- *"We have given --- training to --- (these many) transgenders"*. But what is the outcome? Do the Organisations conduct a survey to find out-

- How many were inducted by the Organisation?
- How many found jobs in the next six months based on the training provided?
- How many got self-employed as an outcome of the training?
- What are the success stories a year down the line?
- Has the investment in time and resources made a long-term, meaningful difference in their lives?

In selecting project ideas, keep in mind the following-

1. Organisation limitations
2. The Budget apportioned for the project
3. Timeline
4. Barring crises (e.g. Covid Pandemic), avoid providing handouts in the form of ration etc.
5. Refrain from working on ideas which are a good PR exercise but achieve little in the form of empowerment.
6. Wherever possible, Organisations should seek the assistance of a domain expert or NGO/CBO to understand the community's requirements, the extent of outreach possible, and the chances of success.

Time-frame

The CSR team should take a call on whether the team wants to work on a-

a. Long-term project (multi-year) (e.g. Affirmative Action), or
b. Medium-term project (about 3 to 6 months) (e.g. internships or skill-building workshops), or
c. Short-term project (a week to 3 months) (e.g. Camps for enrolment for Voter IDs, Pan Card etc.)
d. Single, one-time service delivery (e.g. health camps etc.)

Starting with single, one-time delivery or short-term projects makes sense in the first year.

Work with an NGO/CBO to identify the population to contact. Due to resource limitations, list criteria for selecting candidates and the maximum number of beneficiaries that can be chosen.

Discuss and formulate the strategy in collaboration with the NGO/CBO. Strategies used with other disempowered groups may not work with LGBTIQ communities. So, a copy-paste approach to defining this strategy should be avoided.

Some Ideas for CSR Projects

LGBTIQ awareness, sensitisation workshops for stakeholders

Sponsor / organise workshops on LGBTIQ awareness and sensitisation for medical practitioners, journalists/media persons, counsellors/psychology students, school counsellors, teachers, advocates, police, and political parties.

Education support
Provide educational support to LGBTIQ through scholarships and payment/reimbursement of college fees.

Skills Training with Placement
Provide skills training and select those who do well. Note that response to skill training workshops with no possibility of being hired by the Organisation may not be good.
Note: There are local government schemes for skill training, e.g., data entry, beauty parlour course, etc. but have received little to no response from the community as the training does not automatically result in a job opportunity. The absence of a reasonable stipend is also a factor in the failure to enrol transgender persons for such courses.

Accommodation
When a trans person gets selected for a job, they find it extremely difficult to find accommodation. The Organisation can assist the transperson in finding or providing housing.

Health
A core area of work is the health of LGBTIQ. The Organisation can provide small grants for sponsoring HIV/AIDS, STI testing camps and TB treatment support. On the mental health front, they can provide small grants for Gender Dysphoria assessment of transpersons.

Procuring Documents
Small grants can be provided to NGOs/CBOs to assist transpersons in applying for, and following-up on various schemes like-
- Pension scheme (e.g. in Maharashtra, the Sanjay Gandhi Pension Yojana for transgenders whose income is BPL (Below Poverty Line).
- Apply for/updating Aadhaar Card, Pan Card, Voter ID, Driving License, and Ration Card.

Financial Support
Small grants can be sanctioned for:
- Providing Advocate/sponsoring Advocate fees for seeking legal guidance
- Providing financial support in crisis (e.g. providing funds for rehabilitation during natural calamities and medical emergencies)
- Sponsoring shelter costs for LGBTIQ adult individuals who have been evicted from their homes
- Providing seed fund to set up small home-based businesses like food, canteen etc.

Satyanarayan Nanda (he/him)**(Deputy Division Head, CSR & Member of D&I, Tata Steel Long Products Ltd. (TSLP) (Jamshedpur)):** *"TSLP started LGBTIQ+ under its D&I initiatives about eight months ago. TSLP stands for an LGBTIQ+ inclusive workplace where all its employees are treated fairly and have equal access to growth paths. Gamharia plant is our first pilot site. We started by making a session on LGBTIQ a part of the ongoing induction training program. Tinesh Chopade, Advocacy Manager & Ms Anjali Siroya, Advocacy Officer of The Humsafar Trust, Mumbai, conducted multiple sensitization sessions for all staff- from management to security. After we hired a couple of trans staff, we created the facility of having gender-neutral washrooms.*
Through the company's CSR program, the team canvassed nearby locations and adjacent towns and carried out a mapping exercise of LGBTIQ. A priority list for the LGBTIQ community members was made for provisioning possible support with the help of the LGBTIQ staff already employed in our company. Accordingly, the company decided to support selected LGBTIQ community members in different forms, e.g. providing financial assistance for education, providing necessary materials to set up small enterprises etc. The mindset of the people in small towns is different from metropolitan cities like Mumbai and Bengaluru. So, yes, there are challenges, but the learning journey continues daily, and TSLP is trying to empower LGBTIQ in whatever way feasible and possible."

Ration support
Provide ration kits to BPL (Below Poverty Line) LGBTIQ living with HIV/AIDS. To avoid making this a 'handout activity', this support should be linked to certain performance parameters, e.g., ART registration, no dropout for ART, regular TB check-ups, periodic CD4 test etc. A similar project can also be executed for BPL LGBTIQ with very severe physical/mental disabilities.

Sponsoring LGBTIQ events
Organisations can sponsor LGBTIQ events organized by NGOs/CBOs.

Providing Volunteer Assistance
Organisations can provide willing staff as volunteers for LGBTIQ events held by NGOs/CBOs.

Challenges

- The pace of CSR project execution may not be satisfactory, as there may be a high turnover of LGBTIQ participants in skill-building courses.
- Assisting transpersons in enrolling them in various welfare schemes like state government pension schemes etc., can be time-consuming and resource intensive.
- Projects like ration kit distribution etc., have a high feel-good value and are tempting but do little for the long-term empowerment of the trans community.
- Dishonest NGOs/CBOs may maintain a proper paper trail, but the benefits may not accrue to the selected participants.

Checklist

In terms of LGBTIQ D&I, Organisations at this stage can assess where they are each year, using a checklist similar to the one below.

Policy / Activity / Facility Related to Stage III: Inclusive Ecosystem	Yes	To some extent	No	N/A
Stage I in Place				
Stage II in Place				
POLICIES, PROCEDURES, PROTOCOLS ‣ Are all policies, procedures, and protocols LGBTIQ-inclusive?				
FACILITIES ‣ Do computerized systems provide for internal compatibility wrt transgender and pronouns? ‣ Do computerized systems provide for external interface compatibility wrt transgender and pronouns? ‣ Does the Organisation provide ESPs who are LGBTIQ-aware and sensitive?				
Security Services ‣ Are security services trans-sensitive? ‣ Do security services have a trans protocol?				
Transport Security ‣ Are transport services LGBTIQ aware and sensitive wrt safety of LGBTIQ?				
Benefits/Provisions ‣ Are benefits/provisions meant for heterosexual couples also provided to staff that have same-sex partners? ‣ Are benefits/provisions meant for heterosexual couples provided to staff that have same-sex partners but with special terms/conditions? If so, elaborate.				
Special Fund ‣ Is there are special fund (in general or specifically for LGBTIQ) for handling special cases (e.g. taking care of transition related costs etc.)?				

Policy / Activity / Facility Related to Stage III: Inclusive Ecosystem	Yes	To some extent	No	N/A
Staff Deployment • Is a policy, procedure, and protocol in place for deploying trans staff to domestic/international sites?				
AFFIRMATIVE ACTION • Has the Organisation conducted skill development programs for LGBTIQ? • Has the Organisation conducted internship programs for LGBTIQ? • Has the Organisation specifically initiated programs for hiring LGBTIQ persons for specific posts or giving preference for LGBTIQ for certain positions? • Has the Organisation hired applicants who identify as LGBTIQ at the stage of the application/interview?				
CSR • Does the Organisation run CSR initiatives? • Do the initiatives focus on LGBTIQ empowerment in terms of - skill development or, - employment or, - procurement of legal documentation or, - conducting or sponsoring awareness and sensitization workshops for stakeholders?(Note: stakeholders do not include staff, interns or trainees) • **CSR Other 1:** Any other CSR initiative undertaken for greater empowerment of LGBTIQ • **CSR Other 2:** Any other CSR initiative undertaken for greater empowerment of LGBTIQ				
PUBLICITY • Does the Organisation publicly advertise LGBTIQ inclusion policies and initiatives (e.g. through websites, etc.)?				
OTHER • Other 1: Any other provision made for greater inclusion of LGBTIQ • Other 2: Any other provision made for greater inclusion of LGBTIQ • Other 3: Any other provision made for greater inclusion of LGBTIQ				

4

Services:

Insurance Companies

Introduction

With rising costs of medical treatment and the additional burden imposed on income lost because of illness or accident, it has become essential for every person to have health insurance cover. It is seen that, in India, most people do not understand the importance of having health insurance.

To complicate matters, transgenders, transwomen, transmen, and intersex have mostly remained out of the health insurance purview due to various reasons- legality, medical stand on gender identity, lack of awareness and understanding of these genders, risk perception of the insurance companies, lack of initiatives from the insurance companies, and outreach. The presence of Section 377 IPC was also a significant deterrent to signing on a same-sex partner as dependent in the insurance scheme. It is only recently that some of these issues have started getting resolved. The important thing of note is that there is no legal bar to providing health insurance to trans persons.

IRDAI (Insurance Regulatory and Development Authority of India) and Trans Insurance

On 7th March 2022, IRDA issued a circular to insurance companies (Ref: IRDAI/HLT/CIR/MISC/046/03/2022), wherein it was stated that "3. .... insurers now are further instructed to publish on their respective websites the aspects of underwriting philosophy and approach with regard to offering health insurance coverage to transgender persons so that the targeted population may have complete information on the philosophy that insurers adopt in this regard.."

Later, IRDA ordered insurance companies to "mandatorily" launch an appropriate product offering health insurance for certain vulnerable sections of society- persons with AIDS, PwD and mental illnesses.

On 1st March, 2023, Bindu Queer Rights Foundation wrote to IRDS (Ref: 001-03/2023) to-"... urgently direct insurance companies to (a) Prepare aspects of underwriting philosophy and approach on trans-community (which embodies not just transgenders but also transwomen, transmen and intersex) health insurance (b) Direct insurance companies to create schemes for health insurance coverage for trans community mandatorily (c) Put up the framework on the website (d) Adequately advertise the framework through newspapers (English and vernacular) (e) Conduct awareness workshops on the same for NGOs/CBOs so that they can spread awareness amongst the trans community on this issue."

Health Insurance

When an Organisation decides to provide health insurance for its employees or consultants, it assumes, by default, that it has to deal with staff that identify as binary- male or female and are heterosexual. But with changing times, issues related to health insurance for LGBTIQ and their partners need to be discussed and addressed with the insurance company providing group insurance to the employees.

Some of the issues that must be addressed are listed below :

Can a gay employee name his/her same-sex partner as a dependent in the health insurance scheme?

Example: *Axis Bank's partnership with Tata AIG General Insurance Company Ltd. (Tata AIG) that offers Group Medicare products for its customers from the LGBTQIA+ Community.*

The definition of a partner is broad in Axis Bank. Employees could include their partner in health insurance regardless of sex, gender, marital status or sexual orientation. When it comes to customers, they could avail of top-up health insurance along with their partner, which could include same-sex partners.[1]

Commenting on this step, ***Parag Ved*** *(he/him)* ***(President- Consumer Business, Tata AIG General Insurance Company Ltd.)*** *said: "We at Tata AIG believe that access to good health insurance is a necessity and right for all humans irrespective of their sexual orientation. Our step to extend medical insurance coverage to the LGBTQIA+ customers of Axis Bank will foster better engagement at the centre of our business and help build a more welcoming environment for the community. With our belief in the power of diversity, equality, and inclusion, we are delighted to be associated with Axis Bank to ensure a healthy future for the LGBTQIA+ community."[2]*

Can a person with an ID and a Certificate as transgender from the Collector avail of health insurance?

There is no bar for transgenders from obtaining health insurance. Still, many health insurance companies do not have specific policies, terms and conditions, or protocols established to handle the registration of transgenders and processing of claims or are not transparent about these policies.

Some may be willing to provide health insurance to transgenders when the transperson is part of a company group insurance scheme. Through such group insurance schemes, some Organisations cover a portion of transition-related costs. Some do not. Insurance companies may also impose special conditions for the insurance of transpersons

which do not apply to the insurance of non-trans staff. For example, insurance companies may enrol non-trans staff under cashless health insurance. In contrast, the health insurance provided to trans-staff may not be cashless (I.e. the transperson will be required to settle the bill for treatment and then seek reimbursement). Terms may vary from insurance company to insurance company.

Bindumadhav Khire (he/him): *"Some transgenders may join an organisation for medical insurance, assuming that the health insurance will cover the transition costs. So, the Organisation should clarify transition-related coverage in health insurance and any special conditions attached to it. The organisation should communicate this clearly to the trans employee before they join the company."*

When an Organisation settles terms of group insurance with the insurance company, it needs to have a clear understanding of issues related to trans-staff:

- Will Gender Dysphoria assessment (physical and psychological tests) of transpersons be covered under health insurance? If so, to what extent?
- Will various tests/treatments of transpersons related to mental health (e.g. Depression, OCD, Psychosis, Anxiety etc.) identified pre/during/post-transition be covered under health insurance? If so, to what extent?
- Will counselling support to transpersons pre/during/post-transition be covered under health insurance? If so, to what extent?
- Will GAHT (Gender Affirmative Hormone Treatment) related tests and GAHT of transpersons be covered under health insurance? If so, to what extent?
- Will Top/Bottom surgery related to transperson transition be covered under health insurance? If so, to what extent? (Examples: Penectomy, Scrotectomy, Mastectomy, Breast Enhancement, Bilateral Salphigo-Ooophorectomy, Hysterectomy, Vaginectomy, Vaginoplasty, Scrotoplasty, Phalloplasty, Penile Implants, any kind of Sex Affirmative Surgery for Intersex persons, etc.)
- Will additional supportive transition surgery related to transperson transition be covered under health insurance? If so, to what extent? (Examples: Blepharoplasty, Rhinoplasty etc.)
- Will various gender-affirmative treatments related to transition be covered under health insurance? If so, to what extent? (Examples: facial hair removal, hair implants, voice modulation and other transition-related treatments, therapies not otherwise covered in transition-related treatment or surgeries.)
- Would not having a transgender ID or certificate affect the validity of the medical claim? (Note: Some may not disclose their transgender identification to the hospital as they may not be out to all their family members or may not disclose their transgender identification due to fear of discrimination at the hands of the medical staff.)

Note on Trans ID, Certificate

It is advisable to ensure that the concerned transperson has an ID and certificate from the Collector, and there is uniformity with the details in the Aadhaar Card. This will save problems later, in the processing of claims, for all concerned parties- trans-staff, the Organisation, and the insurance company.

"We generally follow the legal identification of the person (Aadhaar Card) when registering an employee in the group insurance scheme, irrespective of whether the person self-identifies as trans or not. So the person may have a company ID, which gives their preferred name and gender, but for insurance purposes, it's the name and gender on Aadhaar Card that is used. For a trans-person transition medical claim (there is a cap on the amount that can be claimed), we take the case up with the insurance company as a special case. Note that this is not the only scenario where a case is handled as a special case. Another scenario I can think of is where a person living with HIV (PLWHA) needs special support. In such cases, too, we treat it as a special case and negotiate with the insurance company accordingly."

Checklist

In terms of LGBTIQ D&I, insurance companies can assess where they are each year, using a checklist similar to the one below.

Policy / Activity / Facility Related to Insurance Companies	Yes	To some extent	No	N/A
GENDER IDENTIFICATION				
Can the applicant enrol a transgender?		N/A		N/A
Can the applicant register the pronoun 'they'?				
AWARENESS AND SENSITIZATION				
Is the LGBTIQ inclusion and non-discrimination module covered in induction training for all staff (and trainees, interns)?				
FACILITIES				
Dependents				
Does the company provide for an insurer to add a same-sex partner as a dependent?				
Are any special terms/conditions attached only for adding a same-sex partner as a dependent? (i.e. the condition is not stipulated for heterosexual couples)				
Does the company provide for an insurer to add a transgender partner as a dependant?				
Are any special terms/conditions attached only for adding a transgender partner as a dependent? (i.e. the condition is not stipulated for heterosexual couples)				
Does the company provide for an insurer to add a transgender offspring as a dependent?				
Are any special terms/conditions attached only for adding a transgender offspring as a dependent? (i.e. the condition is not stipulated for male or female offspring				
Nominee				
Does the company allow a same-sex partner to be listed as a nominee?				
Does the company allow a transgender partner to be listed as a nominee?				
Transition				
Does the insurance cover GAHT costs (with or without a cap) for trans insurers?				
Does the insurance cover Top/Bottom surgery costs (with or without a cap) for trans insurers?				

Policy / Activity / Facility Related to Insurance Companies	Yes	To some extent	No	N/A
Does the insurance cover any other transition-related costs (with or without a cap) for trans insurers? If so, describe.				
Are the above facilities applicable to individual insurers as well as under group insurance? If no, elaborate.				
SUPPORT				
Does the insurance company have a ready list of LGBTIQ referral linkages for consultation?				
Does the insurance company organise events focusing on the importance of insurance for LGBTIQ communities?				
Does the insurance company participate in LGBTIQ events organized by NGOs/CBOs?				
Does the insurance company participate in LGBTIQ conferences organized by NGOs/CBOs?				
PUBLICITY				
Does the insurance company publicly advertise LGBTIQ inclusion policies/schemes for customers (e.g. website, etc.)?				
OTHER				
Other 1: Any other provision made for greater inclusion of LGBTIQ persons as customers				
Other 2: Any other provision made for greater inclusion of LGBTIQ persons as customers				
Other 3: Any other provision made for greater inclusion of LGBTIQ as customers				

References

[1] Axis Bank ComeAsYouAre Charter of Policies and Practices for the LGBTQIA+ community.
[2] Axis Bank Press Release. Dec 14, 2022.
https://www.axisbank.com/docs/default-source/press-releases/axis-bank-partners-with-tata-aig-lgbtqia.pdf

Banking Institutions

Introduction
With a high volume of customers, it makes business sense for the banking sector to provide facilities which are LGBTIQ-inclusive. The core issues related to making banking services LGBTIQ inclusive are listed below.

Joint Savings Account for Same-Sex Partners
Although there is no RBI bar on any two adult consenting persons, related or unrelated, opening a joint savings account, many banks have shied away from opening such accounts. This is because banks traditionally consider joint savings accounts as having members related to each other by blood, marriage or adoption. Most banking personnel have no knowledge and understanding that non-traditional (non-hetero-normative) relationships exist and there is no legal bar to their opening a joint savings account.

Bindumadhav Khire (he/him): *"Referring to the press release by Axis Bank, I see that the bank has invited couples, regardless of gender or marital status, to come and open joint accounts or list each other as nominees.[1]*

Rajkamal Vempati (she/her) **(Head Human Resources, Axis Bank):** *"At Axis Bank, we have put our focus on diversity, equity and inclusion that respects and recognizes the importance of distinctive life journeys and several identities that extend beyond the paradigms of gender. This, for us, is as much about the invisible markers as it is about the visible ones. It is our belief that it fosters a culture of innovation and leverages the multiple talent pools that exist in a rich demography like ours. We take cognizance of the fact that biases against the LGBTQIA+ community exist in society at large. Our 'PauseForBias' sessions address the basics of Sex, Sexuality and Gender taken by colleagues from the LGBTQIA+ community themselves and queer affirmative allies."*

Nominee
Many banks allow nominees unrelated to the account holder. There is no legal bar for a same-sex partner to be a nominee.

Joint Loan
This area has been an important requirement for same-sex partners, which is not yet in place in most places. If a same-sex couple, where both partners are working, jointly decide to purchase a house, they find it difficult to get a home loan under their joint income. Despite their creditworthiness, they are either denied the loan (the reason is not provided in writing) or are asked to provide documents to establish their relationship. But, as of June 2023, no legal recognition is accorded to same-sex relationships.

A few banks provide loans without going into the details of the relationship between the two parties. This approach ignores the relationship factor rather than having any LGBTIQ affirmative stand on the issue of joint loans to same-sex partners. (I should note here that there exists a flexibility of drawing a loan against an FDR (Fixed Deposit Receipt) held by the joint account holders in the bank.)

Opening Savings Accounts for Transgenders
Some banks allow opening savings accounts under the gender category transgender. They generally have the requirement that the transgender needs to have a transgender ID and certificate issued by Collector, and there is uniformity with the details in the Aadhaar Card.

Harish Iyer (he/him) **(Equal Rights Activist and Head of DE&I Axis Bank):** *"Customers of Axis Bank could choose the honorific "Mx" instead of Mr and Ms This is important as it allows for ensuring the inclusion of several people who are in the gender spectrum."*

Checklist

In terms of LGBTIQ D&I, banking institutions can assess where they are each year, using a checklist similar to the one below.

Policy / Activity / Facility Related to Banking Institutions	Yes	To some extent	No	N/A
GENDER IDENTIFICATION				
Can the applicant enrol as a transgender?		N/A		N/A
Can the applicant register the pronoun 'They'?				
AWARENESS AND SENSITIZATION				
Is the LGBTIQ inclusion and non-discrimination module covered in induction training for all staff (and trainees, interns)?				
FACILITIES				
Joint Account				
Does the Organisation allow same-sex partners to open a joint savings account as part of policy?				
Does the Organisation allow a person having a trans partner to open a joint savings account as part of policy?				
Are the above facilities subject to terms/conditions? If so, elaborate.				
Joint Loan				
Does the Organisation provide for granting loans to same-sex partners having a joint savings account, considering their combined income?				
Does the Organisation provide for granting loans to a person and a trans-partner having a joint savings account, considering their combined income?				
Nominee				
Does the Organisation allow a same-sex partner to be listed as a nominee?				
Does the Organisation allow a transgender partner to be listed as a nominee?				
SUPPORT				
Does the Organisation organise events which focus on LGBTIQ current and prospective customers?				
Does the Organisation participate in LGBTIQ events organized by NGOs/CBOs?				
Does the Organisation participate in LGBTIQ conferences organized by NGOs/CBOs?				

Policy / Activity / Facility Related to Banking Institutions	Yes	To some extent	No	N/A
OTHER				
▸ Other 1: Any other provision made for greater inclusion of LGBTIQ persons as customers				
▸ Other 2: Any other provision made for greater inclusion of LGBTIQ persons as customers				
▸ Other 3: Any other provision made for greater inclusion of LGBTIQ persons as customers				
PUBLICITY				
▸ Does the Organisation advertise LGBTIQ inclusion for customers publicly (e.g. website, etc.)?				

References

[1] https://www.axisbank.com/docs/default-source/press-releases/axis-bank-partners-with-tata-aig-lgbtqia.pdf

Educational Institutions

Introduction

Creating a safe and inclusive environment at educational institutions is an endeavour of all educational institutions. But very few take steps to ensure that the LGBTIQ students, most of whom are in the closet and highly vulnerable, feel safe and comfortable. While colleges receive complaints from female students about eve-teasing and harassment, very few receive complaints from feminine gay men and closeted transpersons about the harassment or ragging they face.

Many students quietly bear it, knowing they would not get a sympathetic ear.

Very few, if any, approach the Anti-Ragging Committee or, in extreme circumstances, insist on filing a complaint against perpetrators under the anti-ragging laws of the state (e.g. Maharashtra Prohibition of Ragging Act, 1999, which criminalises any form of ragging. The law framed under this Act is sexuality and gender neutral.)

Parikshit Shete (he/him) (gay man): *"Boys would pinch my butt on the stairs, and I used to be terrified of visiting the men's restroom when other boys were around for fear of being ragged. When I complained to the teachers, I was told that if I stopped being feminine, the students wouldn't tease and harass me. But this is my nature, and despite my best efforts, I could not hide my femininity completely and continued to be a target of students. I would enter the classroom with the teacher to avoid harassment and run away immediately after school to avoid being teased."*

Awareness Sessions in Colleges

The most crucial step for any educational institution is to conduct awareness and sensitization sessions on LGBTIQ for students during induction program. The session must stress non-discrimination on the basis of sexuality or gender and a zero-tolerance policy on sexual harassment of any student.

Dr Jyoti Shetty (she/her)**(HOD Psychiatry, Bharti Vidyapeeth Medical College and Hospital, Pune):** *"We organise LGBTIQ awareness and sensitisation sessions for all our medical UG (Under Graduate) and Psychiatry PG (Post Graduate) students. Medical students should not, on any account, discriminate against other students or patients on the basis of their sexuality or gender. So, we make efforts very early to foster a culture of LGBTIQ sensitivity and inclusion. Although it is only recently that the new CBME (Competency Based Medical Education) allows for teaching LGBTIQ issues, we have been organizing these sessions for the past six years, way before the new CBME guidelines on LGBTIQ awareness were implemented, and we are proud of it."*

Anti-Ragging Committee

The anti-ragging committee established by the institution should be aware of and sensitive towards LGBTIQ issues. It takes a lot of courage for a student to approach the anti-ragging committee to report sexual harassment or assault. It takes sensitive handling to establish rapport and instil confidence in the victim, especially if the victim is male and feminine.

Student Counselors

The student counselor/s appointed by the institution to assist students must be aware and sensitive towards LGBTIQ issues. The counsellor/s should also have a list of referral linkages (e.g. Psychiatrists, support groups, NGOs/ CBOs etc.) at hand.

"Our school principal is very inclusive on these issues, and I, as our school counsellor, am sensitive in dealing with LGBTIQ issues. There have been rare instances where a school student has approached our counsellor on the issue of sexuality or gender. We take the parents in confidence only where the law mandates it or where the student requests help to initiate dialogue with the parents about the issue."

"From 8th grade onwards, student groups have the liberty to choose a topic for a project. When students pick the topic of LGBTIQ, we inform the parents that as the students have asked for a project on LGBTIQ, we will organise an experience-sharing session on LGBTIQ for them. So parents are taken into confidence before organizing such a session.
I feel that overall, the students trust us. There has been an instance where a student applied for a 10th standard enrollment and openly stated, in a personal interview that he was gay.
We do not have a trans washroom or a gender-neutral washroom, but there is one with no label. It is not locked and is generally used by staff. A couple of students who identify as non-binary have been told in confidence that they can use this washroom."

Complaint Box
Educational institutions must have a complaint box at prominent locations for students to provide feedback and lodge complaints anonymously.

LGBTIQ Inclusive Events
One way to send LGBTIQ inclusive signal to students is to organise events with an LGBTIQ component. The event could be a conference/lecture/panel discussion on LGBTIQ issues. LGBTIQ students that are out should be encouraged to share their experiences in appropriate forums.

Posters on Non-discrimination
Posters on LGBTIQ non-discrimination can be put up at various locations- notice boards, canteen etc., along with contact details for support.

LGBTIQ Literature
The institution's library should have a LGBTIQ literature section. The list of the literature available should be publicised so that interested students can access it.

Facilities
Trans students should be provided gender-neutral/trans washrooms and separate hostel facilities.

Internal Students Group
The institution can encourage LGBTIQ students to start an internal support group and encourage them to organize LGBTIQ-related events or participate in LGBTIQ events of various NGOs/CBOs as institution representatives.

Publicity
The institution should advertise its LGBTIQ inclusion initiatives, including mentioning these on its website.

NGOs/CBOs
Depending on the size of the NGO/CBO, they can follow either the small or medium/large Organisation approach to LGBTIQ D&I. One common issue for all NGOs/CBOs is their dependence on volunteers to implement some of their activities. Some enrol volunteers on an ad-hoc basis for an event. In doing so, volunteers are often not sensitized to LGBTIQ issues. Wherever possible, all volunteers should be imparted LGBTIQ awareness and sensitivity training. NGOs/CBOs can also lead Affirmative Action programs for LGBTIQ (Refer to Chapter: Affirmative Action.)

Sukhada Khisti (she/her) **(CEO Connecting NGO- a voluntary organisation that works for mental health and suicide prevention):**
"At our NGO, our policy on sexual harassment is gender neutral. We provide training on preventing sexual harassment at the workplace for all volunteers. While recruiting volunteers, it's mandatory that they undergo training before assisting in project implementation. This training includes an exclusive module on sexual distress covering supporting callers/ survivors/ adolescents/ beneficiaries dealing with any emotional distress associated with gender identity and sexual orientation. Thus sensitivity is ensured at every point. The distress helpline, which addresses these issues, maintains the caller's anonymity. While hiring staff or recruiting volunteers, we are gender-neutral. Hence we have volunteers from the LGBTIQ community too. In addition, we keep conducting small workshops for our existing volunteers on understanding various aspects concerning sexual minorities to promote empathy."

Checklist

In terms of LGBTIQ inclusion, educational institutions can assess where they are, each year by using a checklist similar to the one below.

Policy / Activity / Facility Related to Educational Institutions	Yes	To some extent	No	N/A
GENDER IDENTIFICATION				
Does the admission form have a category of Transgender?		N/A		N/A
For colleges- Does the institution allow registration of gender pronouns in the registration form?				
For colleges- Does the institution allow registration of the 'they' pronoun in the registration form (in addition to he, she)?				
For colleges- Does the institution allow registration of the 'they' pronoun in ID?				
SAFETY				
Is the anti-ragging committee competent to handle LGBTIQ issues?				
Is the ICC of the institution gender neutral?				
Does the institution have complaint box/boxes for students?				
Is the complaint box at a prominent location/s?				
For colleges- Does the institution have LGTBIQ anti-discrimination posters on the premises?				
For colleges- Do the LGTBIQ anti-discrimination posters carry contact numbers for help/support?				
AWARENESS AND SENSITIZATION				
Is LGBTIQ inclusion and non-discrimination covered in induction training or workshops for all staff (teaching and non-teaching)?				
For colleges- Is LGBTIQ inclusion and non-discrimination covered in induction training for all new students?				
FACILITIES				
Does the institution have trans or gender-neutral washrooms?				
For Schools- Does the institution have any special provision for trans student washrooms? If so, elaborate.				
For Colleges- Does the institution have a separate hostel facility for trans persons?				

Policy / Activity / Facility Related to Educational Institutions	Yes	To some extent	No	N/A
SUPPORT **For Colleges**				
▸ Does the institution have student counsellors?				
▸ Are the contacts of student counsellors publicised?				
▸ Are student counsellors competent to handle LGBTIQ issues?				
▸ Do the student counsellors have a ready list of LGBTIQ referral linkages to provide to the student?				
▸ Does the institution have LGTBIQ literature in its libraries?				
▸ Does the institution advertise that it has LGTBIQ literature in its libraries?				
▸ Does the institution have an unofficial internal group of LGBTIQ students? (The college is aware of the group/s but does not oppose them.)				
▸ Does the institution have an official internal group of LGBTIQ students?				
▸ Does the institution organise events which focus on LGBTIQ issues?				
▸ Does the institution allow students to organise events related to LGBTIQ issues?				
▸ Does the institution allow students to present LGBTIQ issues at events?				
PUBLICITY				
▸ Does the institution publicly advertise its LGBTIQ inclusion initiatives (e.g. website, etc.)?				
OTHER				
▸ Other 1: Any other provision made by the institution for greater inclusion of LGBTIQ				
▸ Other 2: Any other provision made by the institution for greater inclusion of LGBTIQ				
▸ Other 3: Any other provision made by the institution for greater inclusion of LGBTIQ				
OPPOSITION				
▸ Are there any formal or informal staff groups in the institution that oppose LGBTIQA D&I?				
▸ Are there any formal or informal student groups in the institution who oppose LGBTIQA D&I?				

Healthcare Sector

Introduction

In dialogues with medical practitioners and medical college students on LGBTIQ-related issues, I have often seen medical practitioners carry their baggage about this theme.[1] Some are highly prejudiced about gay and transgender patients. These attitudes reflect how they treat patients who are open about their sexuality or gender.

To complicate matters, hospitals and their staff are not geared up for handling LGBTIQ patients and their concerns. Consequently, LGBTIQ patients avoid approaching medical facilities for fear of discrimination or suppress providing crucial medical information.

There are innumerable examples of tragic consequences faced by LGBTIQ members due to the ignorance of doctors on LGBTIQ issues, including wrong diagnosis resulting in unfair or inappropriate treatment. The absence of any policy on LGBTIQ inclusion at hospitals is a significant compounding factor.

ISSUE	Consequence
Ignorance of doctors on LGBTIQ issue	Wrong diagnosis, treatment, advice
Prejudice, discrimination by medical staff	Delay in seeking treatment, patient dropout, community seeking treatment of quacks
Patients unaware of LGBTIQ-informed and sensitive doctors and LGBTIQ-inclusive medical institutions	Trauma, distress, and valuable time lost as patients have to take a risk with a doctor (trial and error method)

Dr Sachin Melinkeri (he/him) **(Associate Consultant, Dept. of Medicine, KEM Hospital, Pune):** *"Discrimination makes healthcare accessibility for LGBTIQ community very difficult, making them vulnerable to infections and diseases. We need to use our resources and leverage our strengths to ensure that this community has access to affordable and quality healthcare without discrimination."[2]*

It is essential for all healthcare facilities to introspect on the following issues and act on them (Taysir Moonim (she/her)- Psychologist, Mental Health & Psychosocial Services & former Programme Lead, Diversity & Inclusion Initiative KEM Hospital, Pune)[2]:

- Does the staff have the latest medical, legal and social knowledge to interact with LGBTIQ clients/patients effectively?
- Does the perception, attitude and practice, conflict with this current knowledge and understanding?
- What signals are we currently sending out prohibiting an LGBTIQ patient from seeking (timely) help?
- What can we do more to make ALL patients seek timely help?

Models for LGBTIQ inclusion in Hospitals

While there are many models to choose from, I have provided below an overview of two models I have been associated with- the 'Core Services Model' and 'Systemic Model'. This overview summarises the models described in the manual- 'Basics of LGBTIQ Inclusion in Hospitals'.[2]

Core Services Model

This is by far the simplest model aimed at giving a quick start on LGBTIQ inclusion. Instead of having a go at changing the entire system, this model aims at starting LGBTIQ inclusion at the core services level and eventually scaling it up.

Core Services Model identifies certain core services the LGBTIQ community seeks most frequently concerning LGBTIQ issues and makes these units LGBTIQ inclusive.

Bindumadhav Khire (he/him): *"LGBTIQ clients often seek LGBTIQ-aware, sensitive counselling and psychiatry services. Making mental health services LGBTIQ inclusive is one way of starting LGBTIQ inclusion in hospitals. This model has been followed by Bharati Vidyapeeth Medical College and Hospital (Dhankawdi, Pune)."*

Systemic Model

The Systemic Model aims at streamlining hospital policy, where relevant and required for LGBTIQ inclusion. This model combines a Top-Down and Bottom-Up Model to update the existing policy and practices for LGBTIQ inclusion. KEM Hospital (Pune) started work using the systemic model in collaboration with Bindu Queer Rights Foundation (Pune) but had to suspend it when the Covid-19 pandemic hit India. This case study of the extent of the work done is documented in "Basics of LGBTIQ Inclusion in Hospitals".[2]

SHIRIN WADIA (she/her) **(General Administrator, KEM Hospital, Pune):** *"Diversity and Inclusion have a tremendous value at all hospitals. We are proud that this exemplifies our values and mandate at KEMH Pune. We have always cared for LGBTIQ patients, as we do all patients. However, the value of a formally mapped out Diversity and Inclusion (D&I) Initiative like this is that we can now do so with awareness and, thus, more conscious, informed intent. This allows us to take deliberate, considered and effective steps to be inclusive and sensitive in our care and services that improve the healing, work and lives of our patients, visitors and employees. We hope to be a standard bearer and provide a call to action to all hospitals in this endeavour by making what is well known as a 'grey area' a little less grey, and the steps to achieve this, a concrete actuality."[2]*

Checklist

In terms of LGBTIQ inclusion, hospitals can assess where they are each year, by using a checklist similar to the one below.

Policy / Activity / Facility Related to Healthcare Institutions	Yes	To some extent	No	N/A
GENDER IDENTIFICATION				
▸ Does the admission form have a category for Transgender?		N/A		N/A
SYSTEM IDENTIFICATION				
▸ Does the system follow the Core Unit Model of inclusion?				
▸ Does the system follow the Systemic Model of inclusion? If any other model is practised, describe.				
SAFETY				
▸ Is the ICC gender-neutral?				
▸ Is the ICC competent to handle issues related to LGBTIQ?				
▸ Does the institution have LGBTIQ anti-discrimination posters on the premises?				
▸ Do the LGBTIQ anti-discrimination posters carry contact numbers for help/support?				
▸ Does the institution have complaint boxes for patients?				
▸ Are the complaint boxes at prominent location/s?				

Policy / Activity / Facility Related to Healthcare Institutions	Yes	To some extent	No	N/A
AWARENESS AND SENSITIZATION				
Is LGBTIQ inclusion and non-discrimination covered in workshops for all doctors, consultants, and interns?				
Is LGBTIQ inclusion and non-discrimination covered in workshops for all nurses, ward boys, aayas, para-medics, and lab technicians?				
Is LGBTIQ inclusion and non-discrimination covered in workshops for all admin staff (e.g. HR, Billing etc.?)				
Is LGBTIQ inclusion and non-discrimination covered in workshops for all support staff (e.g. security staff, ambulance drivers, drug store personnel etc.)				
FACILITIES				
Are there separate wards reserved for Transgenders?				
Are there separate beds reserved for Transgenders?				
Does the institution have trans or gender-neutral washrooms?				
Does the institution have a separate hostel facility for trans persons?				
Does the institution have LGBTIQ-sensitive and knowledgeable Psychiatrists?				
Does the institution have LGBTIQ-sensitive and knowledgeable clinical psychologists for assessing Gender Dysphora?				
Does the institution have LGBTIQ-sensitive and knowledgeable endocrinologist/s for GAHT?				
Does the institution have LGBTIQ-sensitive and knowledgeable cosmetic surgeons for Top/Bottom surgeries for trans persons?				
Does the institution have LGBTIQ-sensitive and knowledgeable cosmetic surgeons for Top/Bottom surgeries for trans persons?				
If the institute does not have an LGBTIQ-sensitive and experienced Clinical Psychologist to assess Gender Dysphoria - does the institution have a referral linkage of LGBTIQ-sensitive and knowledgeable clinical psychologists for assessing Gender Dysphoria?				
If the institute does not have an LGBTIQ-sensitive and experienced endocrinologist for GAHT- does the institution have a referral linkage of LGBTIQ-sensitive and knowledgeable endocrinologist/s for GAHT?				
If the institute does not have an LGBTIQ-sensitive and experienced cosmetic surgeon- does the institution have referral linkages of an LGBTIQ-sensitive and knowledgeable cosmetic surgeon for Top/Bottom surgeries for trans persons?				

Policy / Activity / Facility Related to Healthcare Institutions	Yes	To some extent	No	N/A
SUPPORT				
▸ Does the institution have counselor/s for staff?				
▸ Are the contacts of counselor/s for staff publicised?				
▸ Are the counselor/s for staff competent to handle LGBTIQ issues?				
▸ Does the staff counsellor/s have a list of LGBTIQ referral linkages for the staff?				
▸ Does the institution have counsellor/s for patients?				
▸ Are the contacts of the patient counsellor/s publicised?				
▸ Are the patient counsellor/s competent to handle LGBTIQ issues?				
▸ Do the patient counsellor/s have a list of LGBTIQ referral linkages for the patients?				
OTHER				
▸ Other 1: Any other provision made by the institution for greater inclusion of LGBTIQ				
▸ Other 2: Any other provision made by the institution for greater inclusion of LGBTIQ				
▸ Other 3: Any other provision made by the institution for greater inclusion of LGBTIQ				
PUBLICITY				
▸ Does the healthcare institute advertise LGBTIQ inclusion publicly (e.g website, etc.)?				

References

[1] Working Together: Bridging the Gap between Medical Practitioners and LGBTIQA. 2022. Bindumadhav Khire. Published by Bindumadhav Khire.
Softcopy (.pdf) is available for free download from http://www.bindumadhav.com
[2] Basics of LGBTIQ Inclusion in Hospitals. V1.0. 2020. Bindumadhav Khire. Published by Bindu Queer Rights Foundation.
Softcopy (.pdf) is available for free download from http://www.bindumadhav.com

5

Sex, Gender & Sexuality:

A Brief Introduction to Sex, Gender, and Sexuality

The following narration is an excerpt from the book- 'Basics of Sex, Gender, and Sexuality' (Dr Bhooshan Shukla, Bindumadhav Khire, 2021).

An individual's sex, gender, and sexuality are three parts of a person. To make this easy to understand, we will simplify, hence scientifically it may not be 100% accurate.

- **Biological Sex, i.e., the anatomy of the person**
  - Gonads of boys and girls and their functioning. Whether the individual has testes or ovaries, termed the Gonad dimension.
  - Whether the individual has XX sex chromosomes, XY sex chromosomes, or some other pattern of sex chromosomes, this is the Genotype dimension.
  - Presentation of the external genitalia is termed as the Phenotype or physical dimension.
    So there are broadly three kinds of presentations- male, female and in some cases, anatomical/chromosomal presentation which is ambiguous in nature. (E.g. some persons may have some male and some female sexual organs. Such persons are called Intersex persons).

- **Gender Identity of the person**
  - After attaining puberty, whether the person identifies themself as male or female or both or none is the gender identity dimension.
  - Generally, 1 in 11,000 biological men identify their gender as transgender/transwoman, and 1 in 33,000 biological women identify their gender as male (transman).

- **Sexual Orientation**
  - After puberty, whether the person is sexually attracted to men only or women only or both men and women or neither of them is the sexual orientation dimension.
    While predominantly, most men and women have a heterosexual orientation (men sexually and emotionally get attracted only to women and women sexually and emotionally get attracted only to men), some persons are bisexual or homosexual and, in rare cases, asexual. Statistically, about 3% of all men are homosexual (gay), and about 1% of all women are lesbians.

These three dimensions of biological sex, gender identity, and sexual orientation are unrelated. Generally, most people have unity in all these dimensions. It means the individual's chromosomes, genitalia, gender identity match, and sexual orientation is hetosexual. This uniformity or congruence is being male or female.

None of these dimensions is discrete; each is a continuum.

Medical Science is aware that there are many grey areas in these dimensions, so even specialists may not know much about these grey areas. In short, no one should claim that he/she/they knows everything about these complexities.

What is known is that these sexual and gender identities are natural variants of human sexuality and cannot be changed. It is in everybody's interest to accept a person as is and create a level playing field for all.

Obtaining a Transgender ID, Certificate

Introduction

The Transgender Persons (Protection of Rights) Act, 2019 provides for each and every person the right to gender self-identification as male or female or transgender. The rules framed under the Act provide procedures for transgenders, transpersons, and intersex persons to obtain such ID and Certificate from the Collector of the district where they currently reside.

ID and Certificate for Transgenders

Transgenders, Intersex persons can obtain a Transgender ID and Certificate (with their birth name or a new name) from the Collector of the district where they currently reside. It is now mandatory for Transgenders and transpersons to have a Collector-issued ID and certificate to apply for a Government job, whether on a permanent or contract basis.

A transgender wishing to apply for such an ID and certificate has to state on Affidavit that they are transgender and self-identify as transgender. They do not need a medical certificate to obtain the ID certificate. As of June 2023, the application can be made online at-
http://transgender.dosje.gov.in

The transgender person must have an Aadhaar Card (it does not matter whether the Aadhaar Card has the gender as male or female or transgender, whether the photo is in male attire or female attire, nor does it matter whether the Aadhaar Card has the name assigned at birth or the self-assigned new name. The scanned copy of the Affidavit must be uploaded along with the Aadhaar Card. The format of the Affidavit for applying from any district other than Pune district in Maharashtra state is given in Appendix C (The Affidavit format for Pune district is different).

ID and Certificate for Transmen, Transwomen, Intersex persons

Transmen, Transwomen and Intersex persons can obtain an ID or certificate as a Male or Female (with their birth name or a new self-assigned name) from the Collector of the district where they currently reside. The steps, in brief, are given below:

STEP 1 Obtain Gender Dysphoria certificates from two Psychiatrists.

STEP 2 After obtaining Gender Dysphoria certificates, they need to start Gender Affirmative Hormone Treatment (GAHT) and get a certificate from an Endocrinologist that they are taking GAHT or, after starting GAHT, they undergo Top (chest/breast) /Bottom surgery and obtain a certificate from a Cosmetic Surgeon that they have undergone Top or Bottom surgery.

STEP 3 Apply and obtain a transgender ID certificate (The process for this part is the same as described above for Transgenders.)

STEP 4 After obtaining a transgender ID or certificate, reapply for a revised ID or certificate of gender change from transgender to male or female. At this stage, the certificate from the Endocrinologist or Cosmetic Surgeon needs to be uploaded, and details of the transition process need to be provided.

Note: Obtaining the ID, certificate takes about 30 – 45 days. The ID and certificate can be downloaded from the website, and the original can be collected from the Social Justice Department of the concerned district.

Appendices:

Appendix A
Use of terms

Note: When training staff, it is advisable to stick to the basics of LGBTIQ and deal with only three pronouns- he, she, and they without getting into the dozens of types of genders, sexualities and the vast range of pronouns.

TERMS ASSOCIATED WITH BIOLOGICAL SEX

Biological Sex	Is used to represent the anatomical/gonadal/chromosomal sex of a person.
Intersex	An intersex person is born with sexual/reproductive anatomy and/or chromosome patterns that do not fit a male's or female's typical anatomy. This may be apparent at birth or become so later in life.
Sex Affirmative Surgery	(Older term used 'Sex Assignment Surgery'). A surgical intervention to shape the reproductive anatomy of the intersex baby, as per the desire of the parents/guardian.

TERMS ASSOCIATED WITH GENDER

Gender	Refers to being 'masculine' or 'feminine' and corresponding social roles and behaviour.
Gender Identity	Refers to self-identification through self-experience as a male or female or both or neither.
Agender	A person who does not experience either male or female gender identity.
Cisgender	A person whose biological sex is in sync with the person's gender identity. e.g., the body of a male and gender identity of a male; the body of a female and gender identity of a female.
Transgender	A person whose gender identity is different from their biological sex.
Pangender	A person who experiences multiple gender identities (pan=multiple).
Gender Dysphoria	A medical term denoting a person who strongly and consistently indicates a gender identity different from their biological sex. Gender Dysphoria includes a strong desire to be treated as per gender identification and to be rid of one's biological sex characteristics.
Gender Affirmative Surgery	(Older term used 'Sex Re-Assignment Surgery'). A hormonal and/or surgical intervention to shape the anatomy as per the gender identification of the person.
Transphobia	Dislike and/or fear of transgender person/s.

TERMS ASSOCIATED WITH SEXUAL ORIENTATION

Sexual Orientation	The scientifically accurate term for an individual's enduring physical and emotional attraction to members of the same and/or opposite sex and includes Lesbian, Gay, Bisexual and Heterosexual (Straight) orientations.
Asexual	A person who does not feel sexual attraction to anyone for an extended period of time.
Bisexual	A person who has the capacity to form an enduring physical and emotional attraction to men as well as women. Bisexual persons may experience this attraction in differing degrees over their lifetime.
Heterosexual / Straight	A person whose enduring physical and emotional attraction is towards people of the opposite sex only.
Homosexual / Gay	A person whose enduring physical and emotional attraction is to people of the same sex only.
Lesbian	The word Lesbian is used to describe a Gay woman.
Homophobia	Dislike and/or fear of Gays and Lesbians.
Biphobia	Dislike and/or fear of Bisexuals.

OTHER COMMON TERMS

Closeted Identity	A person who is not open about his/her/their sexual orientation or gender identity.
Coming Out	Revealing your gender/sexuality to someone.
Queer	1. At times it is used as an umbrella term to include the entire LGBTIA spectrum. 2. Sometimes, it means a person who does not fit the traditional binary gender/sexuality framework. 3. Sometimes, it is used to imply someone questioning their gender/sexuality.

MAPPING ENGLISH TO MARATHI / HINDI WORDS

Homosexual	समलिंगी (samalingi) (In cities, the word 'gay' has become part of the vernacular language. The term 'samalingi' is a translation of the word 'homosexual' and is deemed too clinical/technical).
Bisexual	उभयलिंगी (Ubhaylingi)
Heterosexual	भिन्नलिंगी (Bhinnalingi)
Asexual	अलैंगिक (Alaingik)
Intersex	द्विलिंगी (Dwilingi)
Transgender	पारलिंगी / तृतीयपंथी/ किन्नर (Parlingi /Tritiyapanthi/Kinnar)

For the terms- Queer, Transman, and Transwomen, there are no simple, relatable terms in Hindi or Marathi. Hence most of the LGBTIQ community members use English words.

Note on the use of the word Hijra (Marathi: हिजडा / Hindi: हिजरा)

The term Hijra is used in two different contexts. It is essential to know the difference.

Use of the term in the Indian cultural context: Hijras of India are somewhat equivalent to male-to-female transgenders internationally. The difference is that Hijras have a long tradition within cultural society in India.

A transgender can get inducted in a Hijra gharana after undergoing a formal ritual, and the new member comes under the patronage of a senior Hijra known as guru. The new inductee is then known as the guru's chela. Gurus have substantial control over their chela's lives. Hijras generally earn their living by asking for alms, blessing newborns, dancing in ceremonies or sex work. Very few Hijras are employed. Some Hijras undergo surgical transition, but many do not for various reasons. The term Hijra has regional variations; for example, they are called Kinnar in Delhi, and Aravanis in Tamil Nadu.

Example: *"My name is Sheetal, and I am a Hijra."*
This means that Sheetal is a tritiyapanthi and is a member of the Hijra community.

Note that all Hijras are male-to-female transgender persons, but not all male-to-female transgender persons belong to the Hijra community. There are quite a few male-to-female transgenders who are not part of the Hijra community. They are better integrated with the mainstream and earn their living by doing a job or are self-employed.

Use of the term as a slur, insult: Sometimes people use the word Hijra as a slur, an insult to question somebody's manhood. Using the term Hijra as a slur, insult is to be strictly avoided. So a correct, unambiguous context is important when using this term. To avoid confusion avoid using the term Hijra as far as possible.

Terms to be strictly avoided

The following Hindi/Marathi/English terms are used as slurs for gay men and transgenders or to insult men to question their manhood. They are to be strictly avoided.

- Hindi/Marathi terms: गांडू (gandu), गूड (gud), छक्का (chakka), नामर्द (na-mard), and the Marathi term बुळ्या (bulya).
- English terms: fag, pansy, fruit.

Note: Some of the definitions listed above have been drawn and adapted from: 'Sanchaar Media Guide'- Recommended language manual for improved reporting on sexual minorities in India. (Copyright- The Humsafar Trust, 2015. Version 1.0. The 'Sanchaar Media Guide' has drawn and adapted specific definitions from the Gay and Lesbian Alliance Against Defamation (GLAAD) media reference guide.)

Appendix B
Domain Experts

Following is a selection of domain experts who can be contacted for consultation on LGBTIQ D&I at the workplace.

Parmesh Shahani

Mumbai
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Parmesh Shahani (he/him) is an award-winning author, curator, public speaker and inclusion consultant who has guided many of India's leading companies on their LGBTQ inclusion journeys. Most recently, he served as Vice-President at Godrej Industries Ltd. and head of the Godrej India Culture Lab, a unique experimental ideas space he founded and ran between 2011-2021.

Parmesh's first book Gay Bombay: Globalization, Love and (Be) Longing in Contemporary India (Sage Publications) was released in 2008 and re-released in June 2020 as an updated edition. His second book Queeristan: LGBTIQ Inclusion in the Indian Workplace (Westland), was released in August 2020 and conferred with the CK Prahlad Prize for Best Business Book of 2021. Parmesh holds an MS in Comparative Media Studies from the Massachusetts Institute of Technology. He is a member of the FICCI task force on diversity and inclusion.

Harish Iyer

Mumbai
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harish.iyer@hotmail.com

Harish (he/she) is an equal rights activist and a strong and active voice for several social causes. Harish features in the list of Guardian's 100 most influential LGBT people worldwide. Harish is the recipient of the prestigious energising Bharat award by Bharat petroleum by BPCL for women empowerment and has received the Zindagi Live award by the CNN-IBN group for work in child sexual abuse awareness. Harish's life is the subject of a book and two award-winning films called I Am and Amen. Harish is a motivational speaker and a peer counsellor. Harish is one of the impleaders in the Section 377 IPC case that led to decriminalising all forms of consensual sex between adults and is one of the petitioners in the Supreme Court for marriage equality. Harish presently works as the DE&I head at Axis Bank and is a member of the global DE&I council by Economic Times.

Pallav Patankar

Mumbai
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pallav.patankar@gmail.com

Pallav (he/him) is currently the Vice President-Digital Bharat Collaborative in Piramal Swasthya. Pallav focuses on digital technology innovations in the healthcare and governance space (Maternal Health, Tuberculosis, HIV, Mental Health). He is a Director at Eqonomix - a diversity hiring organisation. He has served as the Executive Board Member of The Humsafar Trust and as the Director - Programs.

Pallav holds a Master's Degree in Biotechnology from one of India's Premier Schools and a Post Graduate Diploma in International Business from the S. P. Jain Institute of Management and Research. He is a co-author of a book entitled "A People Stronger: The Collectivization of MSM and Transgender Groups in India" and a co-author of A World Bank Study called "Charting a Programmatic Roadmap for Sexual Minority Groups in India". In his corporate stints, he has served as a country head in francophone Africa in Cote D'Ivoire and Central Africa.

Tinesh Chopade

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tinesh@humsafar.org

Tinesh Chopade (he/him) is a Computer Science Graduate with 12 years of experience and currently working with Humsafar Trust as Advocacy Lead & implements the trust's advocacy efforts to mainstream LGBTIQ+ rights and carrying out capacity building & advocacy activities in 27 states of India.

Shobhna Kumar

Mumbai
+91 9821730721
shobhna@queer-ink.com

Shobhna Kumar (she/her) is the publisher of India's only queer-owned independent publishing company. She has over thirty years of experience working in the development sector.

Bindumadhav Khire

Pune
bindumadhav.khire@gmail.com

Bindumadhav Khire (he/him) is an LGBTIQ activist with more than two decades of experience. He founded Samapathik Trust (Reg. No. E3662, Pune) in 2002 to work on LGBTIQ health and rights issues. He is currently Director of Bindu Queer Rights Foundation.

Appendix C

Affidavit format for Transgender ID, Certificate

AFFIDAVIT

(to be made on ₹100 Non-judicial Stamp paper)

I, [FULL NAME], [son/daughter] of [PARENT FULL NAME], aged _____ completed years, residing at Address _____ , Taluka: _____, District: _____ , City: _____ , Pin code: _____, State: _____ do hereby solemnly affirm and declare as under:

1. I am currently residing at the above address.
2. I perceive myself as a transgender person whose gender does not match the gender assigned at birth.
3. I declare myself transgender.
4. I am executing this Affidavit to be submitted to the District Magistrate for the issue of certificate of identity as transgender person under Section 6 of the Transgender Persons (Protection of Rights) Act, 2019 under Rule Transgender Persons (Protection of Rights) Rules, 2020.

Deponent
(Signature of the Applicant)

Verification
I, [FULL NAME], hereby state that whatever is stated here in the above serial Nos.1 to 4 are true to the best of my knowledge.

Deponent
(Signature of the Applicant)

Identified by me
Advocate
Public

Before me
Notary

Tehsil
Date:

Appendix D

About the Author

Bindumadhav Khire

Contact: bindumadhav.khire@gmail.com

Bindumadhav Khire, born on June 21, 1968, in Pune, is an LGBTIQA activist working in Pune (India) since 2000 on LGBTIQA rights. He has done his B.E. in Computer Science and has a degree in Law (LLB.). Bindumadhav retired from his IT career at 35 and founded Samapathik Trust (2002) in Pune. In 2019, he founded Bindu Queer Rights Foundation. Bindu Queer Rights Foundation works on the rights and health issues of LGBTIQA communities.

Books in English authored by Bindumadhav:

1. **Working Together: Bridging the Gap between LGBTIQA and Medical Practitioners.** Bindumadhav Khire, 2022.
2. **Basics of Sex, Gender and Sexuality. Dr Bhooshan Shukla, Bindumadhav Khire.** Dr Bhooshan Shukla, 2021.
3. **Manual: Legal Tips For Social Workers Working on LGBTIQA Issues.** Bindu Queer Rights Foundation, 2021.
4. **Manual: Basics of LGBTIQ Inclusion In Hospitals.** Bindu Queer Rights Foundation, 2020.
5. **No Man's Land. A Memoir of a Gay Activist.** Bindumadhav Khire, 2020.

Books in Marathi authored by Bindumadhav:

1. **Partner.** Self-published, Pune. 2004. (Fiction novella)
2. **Laingik Shikshan, Laingikata, HIV/AIDS Helpline Margadarshika** (Running a Helpline on Sex Education, Sexuality and HIV/AIDS). Samapathik Trust, Pune. 2007.
3. **Indradhanu: Samalaingikateche Vividh Ranga** (Rainbow: Different colours of Homosexuality). Samapathik Trust, Pune. 2008.
4. **Manavi Laingikata- Ek Prathamik Olakh** (Introduction to Human Sexuality). Samapathik Trust, Pune. 2011.
5. **Intersex- Ek Prathamik Olakh** (Introduction to Intersex). Samapathik Trust, Pune. 2015.

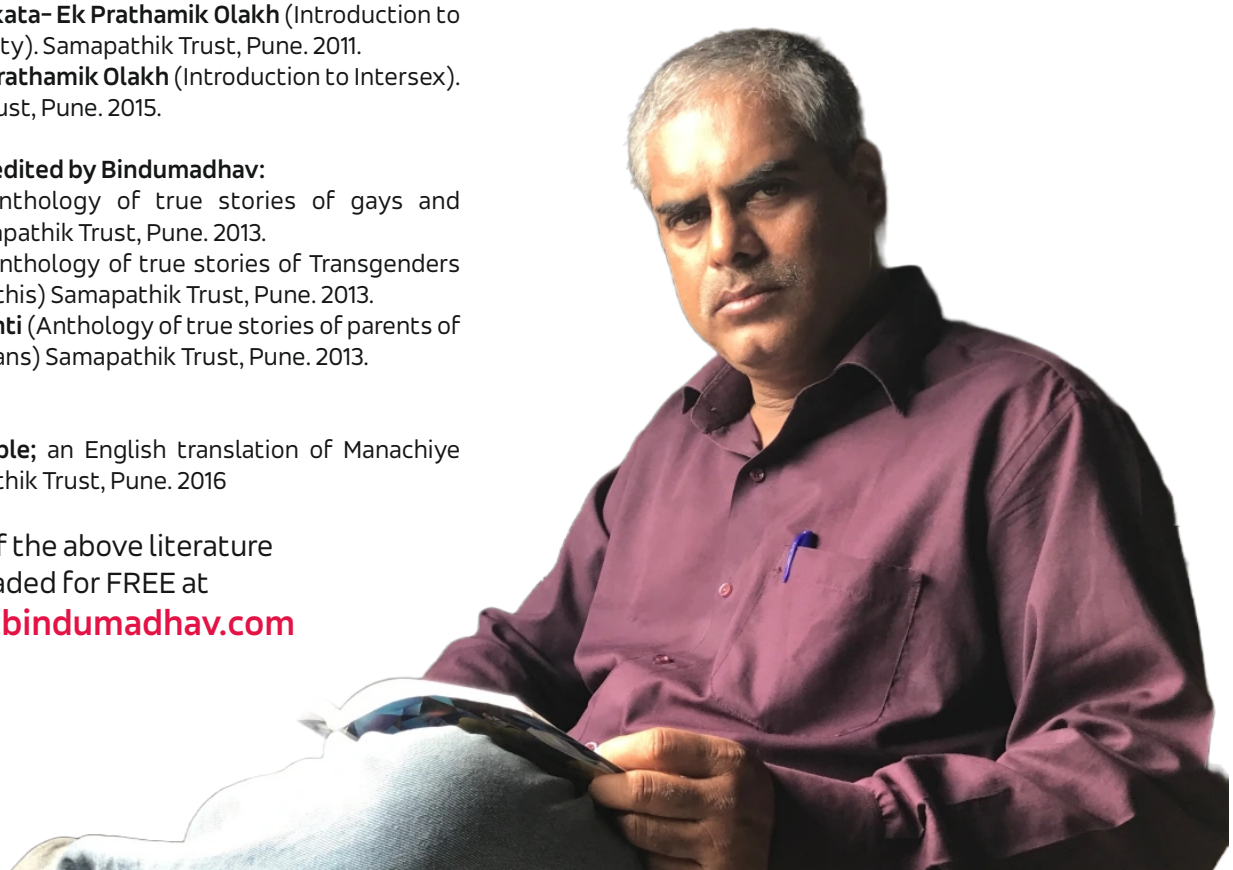
Books in Marathi edited by Bindumadhav:

1. **Antaranga** (Anthology of true stories of gays and lesbians) Samapathik Trust, Pune. 2013.
2. **Saptaranga** (Anthology of true stories of Transgenders and Tritiyapanthis) Samapathik Trust, Pune. 2013.
3. **Manachiye Gunti** (Anthology of true stories of parents of gays and lesbians) Samapathik Trust, Pune. 2013.

Translations:

1. **Beautiful People;** an English translation of Manachiye Gunti. Samapathik Trust, Pune. 2016

The softcopy of the above literature can be downloaded for FREE at **http://www.bindumadhav.com**



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- Creating experiential modules like the 'Happiest when inclusive' program at Nh7 Weekender & Lollapalooza India Music Festival to reach to 70000+ persons with all inclusive Sexual Assault Prevention & Mental Health Support Program.

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HANDBOOK OF

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June 2023

Bindumadhav Khire

Published by
Bindu Queer Rights Foundation

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Price: ₹500.00